Job description

Title	Transport Systems Commercial Manager
Number	3TR310; 101000
Group	Operations & Infrastructure
Division	Transport
Reports to	Manager: Transport System Operations
Direct reports	N/A
Date	20/10/2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Matauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to support user pays functions and support decision making with commercial viewpoints within the Transport team. Undertake the business strategy of Council's Parking across Tauranga City.

Key outcomes

Transport user-pays services are financially sustainable and deliver value.	• Review fees, charges and cost-recovery arrangements to support agreed service levels and Council's funding policies. • Monitor revenue, costs and demand, identifying opportunities to improve financial performance and customer experience. • Support the development and implementation of new or improved user-pays services.
Transport operations are supported by commercial advice that improves service	• Provide commercial advice on operational transport services, balancing costs, service levels, operational risks and customer needs.

delivery and value for money.	• Support contract reviews and service-delivery arrangements for transport operations to achieve reliable, cost-effective services. • Monitor operating costs and service performance, identifying efficiencies and supporting improvements to day-to-day transport operations.
Efficient management of the Parking Strategy.	• Bring together the strategy, enforcement, and implementation efforts of Council for parking. • Ensure that the day-to-day operations of Council's Parking facilities are financially sustainable and effectively meet our customers' needs. • Engage suitably qualified and competent staff and suppliers to assist with development of the strategy and implementation plans. • Parking Strategy Team is known for delivering a high standard of customer service to internal and external customers. • Hold mutually beneficial performance discussions with your team. • Build the trust of the exec and Council to implement the parking strategy. • Development of a level of service agreement with the parking enforcement team. • Continual improvement in car parking management practices, ensuring optimisation of the resource and the economic vitality of the central city and suburban areas. • Awareness of new parking trends and technology.
Professional relationships are developed, maintained, and leveraged to achieve business goals.	• Lead the narrative for user pays within transport and the parking strategy at TCC and be the external spokesperson regarding transport user fees initiatives. • Be the face of transport user pays and parking for Tauranga City with regards to the media, stakeholders, and interest groups. • Develop relationships with regional partners to have regular discussions on transport user pays, parking and its impacts on other projects and programmes. • Key contact point for the business community to discuss and talk through parking strategies and impacts. • Liaise with similar roles in urban authorities to share information and ensure Tauranga is achieving best

	practice for parking and looking ahead for changes due to technology and community behaviour's.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
• Diploma level or higher tertiary qualification in management, business administration or related discipline or equivalent number of years in similar role. • Understanding of Local Government Act and Land Transport Act. • Experience in community or customer communication
Highly Beneficial
• 10 years plus experience in commercial management, • Experience in parking environment, parking enforcement and parking policy development.

Here to make Tauranga better

WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community and each other

Whanaungatanga / Collaboration

We work together and create connections