



JOB DESCRIPTION

Job Titles: Permanent Full-time Hollis Terminal Agent

Entity: Inter-Island Ferry Authority

Immediate Supervisor: Terminal Manager

Summary of Responsibilities

The Terminal Agent will be responsible for interacting with customers to courteously and accurately provide information, book reservations, maintain reservation data base, collect tariffs and work with vessel Master or Mate to facilitate vessel operations. The Terminal Agent will be responsible for security as assigned by the Facility Security Officer.

As leaders in the marine transportation industry, IFA employees are responsible to instill an atmosphere with passengers that riding the ferry is a pleasure, not just a need. To that end, every IFA employee is responsible for overall passenger safety and satisfaction. All necessary steps must be taken to correct conditions or to report conditions that could endanger passenger safety or satisfaction in any manner on facility grounds and on vessels. Specifically, this includes IFA vessels, vehicles, access ramps, offices, terminals and terminal grounds.

Duties, Knowledge and Abilities

- Accurately and quickly book reservations, change existing reservations and issue tickets for ferry customers including pedestrians and/or a variety of vehicles with or without passengers;
- Accurately and rapidly calculate single and multiple fares for pedestrians and a wide variety of vehicle types and passenger combinations;
- Accurately and quickly collect or refund various forms of payment under time constraints and in accordance with published tariff and IFA policy;
- Balance till and prepare daily report of sales and statistics, and prepare accurate, legible and timely sales reports;
- Assume responsibility and account for large sums of money;
- Be computer proficient and able to work with Microsoft Word, Excel, and Outlook;
- Quickly learn and be able to implement IFA policies, rules and procedures;
- Comply with procedures to ensure security of confidential information, funds and ticket stock;
- Deal with customers, the public and coworkers respectfully, courteously, efficiently and effectively;

- Answer customer questions and resolve customer problems concerning schedules, rates, routes and all ferry system operation policies, either in person, by phone, fax or by email;
- Be physically able to assist vessel staff as needed with line handling, vessel loading and unloading, and other duties in various weather conditions as requested by vessel Master or Mate;
- Be able to work independently and be a self-starter;
- Perform janitorial and maintenance duties;
- Perform other related duties as required.

Certificates and Credentials

- Transportation Workers Identification Credential (TWIC)

Uniform Requirements

- Terminal agents must be well groomed and dress in a manner that presents a professional image. Terminal employees may wear IFA jacket, vest or shirt if desired.

Compensation

- Permanent Full-time Employees who work 30-35 hours per week will accrue vacation and sick leave of 6 hours per month and holiday pay (on scheduled time off) of 6 hours; SBS in place of Social Security; PERS benefits (mandatory retirement program); Employee paid health coverage and dependent coverage at 50%; IFA travel benefits; and beginning wage is \$14.00 per hour.