



## ***JOB DESCRIPTION***

***Job Title:*** Permanent Full-time Terminal Agent – Hollis Terminal

***Entity:*** Inter-Island Ferry Authority

***Immediate Supervisor:*** Terminal Manager, Terminal Supervisor or Lead Agent

### ***Summary of Responsibilities***

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

As leaders in the marine transportation industry IFA employees are responsible to instill an atmosphere with passengers that riding the ferry is 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 both on and off the vessels. This includes IFA vessels, vehicles, access ramps, offices, terminals and terminal grounds.

### ***Specific Duties***

Under the direction of the Terminal Manager, Terminal Supervisor or Lead Agent the Terminal Agent will:

- Answer customer questions and help them to resolve problems concerning schedules rates or other ferry system operation policies, either in person or by phone
- Make reservations, change existing reservations, issue tickets for ferry customers including pedestrians and/or a variety of vehicles with or without passengers
- Collect money in accordance with published rate schedule
- Balance the till and prepare a daily report of sales and submit to Terminal Manger
- Comply with procedures to ensure security of funds and ticket stock
- Perform janitorial and some maintenance duties
- Assist vessel staff as needed with line handling, vessel loading and unloading, and other duties as requested by vessel Master or Mate
- Perform other related duties as required

### ***Knowledge and Abilities***

- Knowledge of IFA policies, rules, procedures and tariff schedules
- Ability to deal courteously and effectively with the public
- Accurately and rapidly calculate single and multiple fares for pedestrians and a wide variety of vehicle types and passenger combinations
- Collect money and accurately make change under time constraints
- Assume responsibility and account for large sums of money
- Be physically able to assist with vessel loading and unloading, line handling and other duties and in various weather conditions
- Ability to work without direct supervision and be self-motivated
- Prepare accurate, legible and timely sales reports
- Proficient with MS Word, Excel and Publisher
- Good organizational and time management skills
- Good communication skills in English both written and oral

### ***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***

This is a full-time hourly position with full benefits. Benefit package includes: vacation, sick and holiday pay, health and life insurance, PERS retirement program, IFA travel benefits and optional supplemental life and disability insurance. Optional benefits require payment from employee.