



JOB DESCRIPTION

Job Title: Permanent Full-time Terminal Agent Ketchikan Terminal

Entity: Inter-Island Ferry Authority

Immediate Supervisor: Terminal Supervisor

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 Alternate Facility Security Officer (AFSO) and will 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, by email 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 Manager
- 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 requested

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
- Ability to work well with coworkers and within a small office space
- 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, Credentials and Other Requirements

- Must obtain a Transportation Workers Identification Credential (TWIC) within 30 days of hire
- Must pass a pre-employment drug test
- Must be well groomed and dress in a manner that presents a professional image

Compensation

This is a full-time hourly position with full benefits, and pay rate is \$15 per hour. 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.