

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION – LOCATION – HAMILTON GO CENTRE, 36 HUNTER STREET EAST, 1ST FLOOR)

SENIOR TICKET AGENT – ATU 107

JOB SUMMARY

Reporting to the Supervisor, Revenue and Accessibility; direct, coordinate and instruct Fare Administration personnel to meet the needs of the vendor network and the public in accordance with prescribed operating practices, policies, and procedures. Set priorities for staff to meet section objectives.

JOB DUTIES

Directing, coaching and mentoring staff and working with a team to foster a positive working environment.

Acting as a lead, providing direction for job functions such as sales, refunds, returns, day end reconciling and balancing, customer queries and concerns.

Control personal inventory of fare media. Prepare reports reconciling inventory. Prepare sales revenue deposits as required. Maintain a personal float of working funds.

Sell fare media directly to the public. Handle refunds and prepare expense reports. Control issuance of HSR ID Cards for reduced rate fares and issuance of special passes. Verify other Agents' deposits.

Take ticket and pass orders and prepare for pick-up or delivery. Complete delivery sheets and balance stock on a daily basis.

Prepare monthly passes for delivery to vendors and maintain records of passes issued and returned. Receive sales revenues from monthly pass sales.

Maintain accurate files of current vendors, including contracts.

Liaise with the public to resolve customer concerns outside the normal responsibilities of the Ticket Agents.

Liaise with vendors to control issue and collection of fare media and revenues. Monitor vendor activity and take action on monetary exposure, new vendor applications and customer complaints.

Perform such other duties from time to time, as may be assigned by the immediate Supervisor, which are directly related to the normal job function.

QUALIFICATIONS

1. Demonstrated experience in business administration normally acquired through a combination of education and relevant work experience (typically Grade 12), including cash management and/or accounting and system procedures and principles.
2. Previous experience directing, coaching and mentoring staff and working with a team to foster a positive working environment.
3. Demonstrated ability as a lead, providing direction for job functions such as sales, refunds, returns, day end reconciling and balancing, customer queries and concerns.

4. Physically capable of performing duties, including handling of all items for pick up and delivery.
5. Excellent people skills with previous demonstrated experience in a customer service environment. Ability to display tact and professionalism in dealing with customers, supervisors, peers and elected officials.
6. Effective mathematical skills are essential, along with good written and verbal skills.
7. Demonstrated previous experience managing a daily cash float and reconciling daily receipts.
8. Experience in a computerized environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software. Able to input, retrieve and print data, as well as the ability to maintain the database.
9. Must possess a valid Class "G" driver's licence.
10. Previous experience as an HSR Ticket Agent or equivalent experience is considered essential.