

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **(TRANSPORTATION, ENERGY & FACILITIES DIVISION – TRANSIT - LOCATION – 36 HUNTER ST. E.)**

HSR TICKET AGENT - ATU 107

SUMMARY OF DUTIES

Under the general supervision of the Supervisor of Revenue and Accessibility, and under the direction of the Senior Ticket Agent, distributes fare media to the HSR vendor network and the public.

GENERAL DUTIES

Act as prime Customer Service contact with the public. Self monitor and measure performance against written guidelines to ensure the desired level of customer satisfaction and service using tools available.

Control personal inventory of fare media. Generate reports to reconcile and balance fare media inventory through the physical counting of personal stock; reconcile and update database records. Reconcile and balance cash, debit, and accounts receivable sales and refunds on a daily basis. Prepare bank deposits daily.

Maintain a personal float of working funds, performing daily and periodic float balances as prescribed.

Sell Transit fare directly to the public. Handle refunds within prescribed limits. Control issuance of HSR ID cards for reduced rate fares and issuance of special program passes and stickers (e.g. Senior Annual Pass, Golden Age Pass, School Hour Only Pass, School Plus Pass, EC Pass).

Liaise with the public, in regard to HSR fare structure, sales outlets, customer concerns and complaints, HSR routes and schedules, etc.

On an as required basis, take ticket and pass orders and prepare for pick-up or delivery. Complete delivery sheets and balance stock on a daily basis and updates database records.

On an as required basis, prepare monthly passes for delivery to vendors and maintain records of passes issued and returned. Receive sales revenues from monthly passes.

Operate digital photographic equipment and database software associated with registration of passengers for special programs.

Is knowledgeable as to special arrangements, credit limits, etc. for individual vendors.

Control lost and found articles, including records of claimed articles and disposal of unclaimed articles.

Deliver fare media to vendors during peak periods or on a demand basis due to staff absence.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated experience balancing and reconciling inventory and cash normally acquired through a combination of education and relevant work experience.
2. Must be well-organized, possess initiative and good judgment, and be able to work independently with minimal direction.
3. 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.
4. Effective mathematical skills are essential, along with good written and verbal skills.
5. Demonstrated previous experience managing a daily cash float and reconciling daily receipts.
6. 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. Knowledge of HSR revenue software (MAVIS) would be considered an asset.
7. Must be bondable.
8. Must possess a Class "G" Driver's Licence valid in the Province of Ontario.
9. Physically capable of performing duties associated with the normal functions of the job, including handling of all items for delivery and pick-up.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEROF IS REQUIRED AFTER HIRE.