

JOB POSTING



Position: Ticket Agent Full-Time Seasonal	Location: South Baymouth Terminal
Posting Date: May 10, 2023	Posting Closes: Open till filled Applications are reviewed daily, and contact made with qualified applicants begins immediately.
Start Date: June 16, 2023	Rotation: 40 hrs. per week
Unionized: No	Wages: \$24.25
Apply To: tracy.gauthier@ontarioferries.com	Reports To: Terminal Supervisor

The Owen Sound Transportation Company is seeking a hardworking individual(s) to fill the role of Ticket Agent at the South Baymouth Terminal.

Successful candidates are experienced working in a busy, safety-sensitive environment, are effectively working as part of a team, are physically fit, and are available able to work flexible hours, including weekends and holidays.

JOB DUTIES:

- Greet passengers, accept reservations, and distribute boarding passes.
- Coordinate passenger vehicular traffic with Dock Hands and ship crews to ensure the safe, efficient, and timely loading and unloading of vehicles on the vessel.
- Ensures compliance with all company policies, applicable laws, regulations, and good business practices.
- Opening and closing all terminal buildings and booths, and arming/disarming security systems.
- Using the computer system to sell and process reservations and tickets; assist passengers with online reservations.
- Customer relations activities, answering phone calls, emails and in person inquiries about ferry operations.
- Balancing cash reports and cash float.
- Work as part of a team with dock hands, and vessel employees.
- Providing updates on visibility, current weather conditions or other information to the ferry.
- Reports any non-conformance issues to the Terminal Supervisor.
- Participate in operational drills exercises.
- Ensuring that the passenger count does not exceed the maximum capacity of the ferry.
- Using public announcements to direct passengers and vehicles.
- Ensuring that the Canadian Transportation of Dangerous Goods Act and Regulations are followed before goods are loaded onto the vessel.
- Administrative duties as assigned.

REQUIREMENTS:

- High school diploma or equivalent
- Marine Sector experience an asset.
- Customer service experience
- Experience with POS and reservation systems an asset
- Operate a pin pad for payment transactions.
- Proficient in Microsoft Office

KNOWLEDGE AND SKILLS

- Professional, friendly verbal communication; ability to listen and respond to passenger inquiries.
- Ability to work in a team environment.
- Attention to detail to ensure that passenger needs are addressed in relation to boarding and efficient loading of the vessel.
- Ability to handle stress and work under pressure.
- Competent computer skills to use the BookIt reservation system.

EFFORT (PHYSICAL AND SENSORY DEMANDS)

- Ability to sit for 3 hours at a time.
- Stand consistently for 2 hours.
- Walk long distances (500 meters).
- Able to climb a flight of stairs.
- Ability to work on and read computer screens for a full day.
- Able to hear and respond on two-way radios.

WORKING CONDITIONS

- Fast-paced environment
- Ability to work with customers and de-escalate passenger-related issues.
- Able to work in all weather conditions and temperatures.
- Able to work overtime, as required.
- Able to work weekends.

Office environment with long periods at a computer

Safety Sensitive Environment

- Zero tolerance for drugs or alcohol
- Personal Protective Equipment (boots, pants, eye and ear protective wear)

This is a full-time, seasonal position with a competitive hourly wage. If you are experienced in a busy, safe and customer service-oriented environment, we encourage you to apply.

To apply, please submit a resume and a cover letter to tracy.gauthier@ontarioferries.com. We will review all applicants daily and contact qualified candidates effective immediately.

We appreciate all applications, but only those selected for an interview will be contacted.

We are committed to the principle of fair representation of individuals from the four designated groups as defined by the Employment Equity Act. We encourage qualified women, indigenous peoples, persons with disabilities and members of visible minorities to apply for our position.

