



Job Title:	Ticket Agent	Job Category:	Non-Exempt
Department/Group:	Depot	Reports To:	Depot Manager
Location:	Cedar Rapids	Travel Required:	10%
Position(s) Supervised:	None	Position Type:	Full-Time
HR Contact:	Caylie Cherry	Date Posted:	3/9/2020
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	

Applications Accepted By:

FAX OR EMAIL: 319-753-2916 ext 126 CCHERRY@burlingtontrailways.com Subject Line: Ticket Agent	MAIL: Human Resources Burlington Trailways PO Box 531 West Burlington, IA 52655

Job Description

SUMMARY

A Trailways Ticket Agent performs terminal activities such as ticket sales, telephone information, package express sales, and other related duties in an accurate, courteous, efficient, and productive manner that provides maximum service for Burlington Trailways and all tenant lines customers and passengers.

REASONABLE ACCOMMODATIONS STATEMENT

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- Provide friendly, courteous, and accurate customer service to all Burlington Trailways and tenant lines passengers and customers.
- Take part in the daily operation of your terminal, which includes courteous and accurate information for ticket sales, express shipments and telephone inquiries.
- Assist the ticket agents at other Burlington Trailways depots, providing assistance in schedules, fares, correct tariffs and writing/routing of the tickets.
- Seek opportunities to improve Burlington Trailways and Tennant Lines service to customers and Burlington Trailways revenues.
- Maintain a neat and clean depot area including: Passenger waiting area, ticket and express sales area and motor coach staging and/or parking area.
- Maintain positive agent morale and protect the company's public image and interests.
- Always conduct yourself with safety and company security in mind.
- Properly sell tickets, give accurate telephone information, and correctly handle package express shipments. The agent will issue no free or discounted tickets without approval from the district manager or area sales manager.



- Understand all tariffs and policies regarding passenger's tickets, baggage, freight, and rates for all companies represented.
- Conduct and present yourself in a professional and courteous manner at all times and follow the prescribed dress code established for your position.
- Maintain prescribed security measures of all company cash and negotiable items, immediately notifying your direct supervisor of any shortages or overages. All company monies are to be deposited into the Burlington Trailways bank account (that has been established at a bank near your location) on a daily basis.
- Perform baggage and express tracing as necessary.
- Help keep adequate supplies of all forms, ticket stock and bus bill stock on hand by letting your supervisor know when you are getting low on such items and keep these items secured as required.
- Accurately follow all reporting procedures required of ticket agents, correctly completing all forms and documentation required.
- Handle situations and make decisions as may be required by you.
- Attend all company meetings and training sessions as scheduled.
- Must be able to work as a team member and strive to keep Burlington Trailways as a leader in the motor coach industry.
- Sort tickets by agency and number.
- Moving materials weighing from 1 to 100 pounds.
- When requested by the driver and the ticket agent has sufficient assistance so as to not leave the ticket counter unattended, the agent may assist the driver by bending, stooping, squatting, and/or crawling into baggage bins.
- Handling materials including loading and unloading materials in motor coach baggage bins.
- Pushes loaded or empty baggage carts from one area to another. Weight range from 100 to 800 or more pounds.
- Work outdoors/indoors regardless of local weather conditions.
- Use soaps and other cleaning chemicals.
- Must have the ability to write legibly.
- Must have a clear understandable speaking voice. Must be able to hear and communicate with all customers and employees. Must be able to follow instructions or directives.
- Climbs up ladders, clean walls, windows, floors, benches, etc.
- Report suspicious activity to management and fill out the proper report.
- Checks baggage and directs passengers to designated loading area.
- Makes public address announcements of departures.
- Other duties as assigned

POSITION QUALIFICATIONS

COMPETENCY STATEMENT(S)

- Accuracy- Ability to perform work accurately and thoroughly.
- Active Listening- Ability to actively attend to, convey, and understand the comments and questions of others.
- Friendly- Ability to exhibit a cheerful demeanor toward others.
- Communication, Oral- Ability to communicate effectively with others using the spoken word.
- Communication, Written- Ability to communicate in writing clearly and concisely.
- Customer Oriented- Ability to take care of the customers' needs while following company procedures.
- Problem Solving- Ability to find a solution for or to deal with proactively with work-related problems.
- Patience- Ability to act calmly under stress and strain, and of not being hasty or impetuous.
- Working Under Pressure- Ability to complete assigned tasks under stressful situations.
- Autonomy- Ability to work independently with minimal supervision.
- Accountability- Ability to accept responsibility and account for his/her actions.



- Detail Oriented- Ability to pay attention to the minute details of a project or tasks.
- Safety Awareness- Ability to identify and correct conditions that affect employee safety.
- Self Motivated- Ability to be internally inspired to perform a task to the best of ones' ability using his/her own drive or initiative.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

None

PREFERRED SKILLS

Basic computer knowledge
 Ability to use computer programs to complete job tasks.

PHYSICAL DEMANDS

- N (Not Applicable)** • Activity is not applicable to this position.
- O (Occasionally)** • Position requires this activity up to 33% of the time (0 - 2.5+ hrs./day)
- F (Frequently)** • Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day)
- C (Constantly)** • Position requires this activity more than 66% of the time (5.5+ hrs./day)

PHYSICAL DEMANDS		LIFT/CARRY	
Stand	C	10 lbs. or less	F
Walk	C	11-20 lbs.	F
Sit	O	21-50 lbs.	F
Manually Manipulate	F	51-100 lbs.	O
Reach Outward	F	Over 100 lbs.	O
Reach Above Shoulder	O		
Climb	O		
Crawl	O	PUSH/PULL	
Squat or Kneel	O	12 lbs. or less	F
Bend	O	13-25 lbs.	O
Grasp	O	26-40 lbs.	O
Speak	F	41-100 lbs.	O

OTHER PHYSICAL REQUIREMENTS

None

ADDITIONAL NOTES

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional



functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

EQUAL EMPLOYMENT OPPORTUNITY

Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation or related medical conditions), age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time