

Job Title:	Ticket Agent	Job Category:	Non-Exempt
Department/Group:	Depot	Reports To:	Depot Manager
Location:	West Burlington, IA	Travel Required:	0-10%
Position(s) Supervised:	None	Position Type:	Full-Time

Summary

The ticket agent performs terminal activities such as ticket sales, telephone information, and other related duties in an accurate, courteous, efficient, and productive manner that provides maximum service for Burlington Trailways and all tenant line 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 customers.
- Assist the ticket agents at other Burlington Trailways depots, aiding in schedules, fares, correct tariffs and writing/routing of the tickets.
- Understand all policies regarding passengers' tickets and baggage to properly sell tickets and give accurate information.
- Sell food items, properly document and inventory.
- Checks baggage and directs passengers to designated loading area.
- Ability to be flexible with work schedule to accommodate depot needs.
- Maintain a neat and clean depot area including passenger waiting area, ticket area, and motorcoach staging and/or parking area. Climbs up ladders, clean walls, windows, floors, benches, etc.
- Remain vigilant of safety and company security.
- Maintain prescribed security measures of all company cash and immediately notifying your direct supervisor of any shortages or overages.
- Perform baggage tracing as necessary.
- Make public address announcements of departures.
- Push loaded or empty baggage carts from one area to another.
- Work outdoors/indoors regardless of local weather conditions.
- Follow the appropriate dress code.
- Attend all company meetings and training sessions as scheduled.
- Other duties as assigned.

Position Qualifications and Preferred Skills

- High School Diploma/ GED preferred.
- Excellent customer service and problem-solving skills.
- Basic computer knowledge.
- Valid Driver's License preferred.

Physical Demands

Definitions:

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+ hours/day)
F (frequently)	Position requires this activity from 33%-66% of the time (2.5-5.5+ hours/day)
C (constantly)	Position requires this activity more than 66% of the time (5.5+ hours/day)

• Stand	C	Lift/Carry	
• Walk	C	10 lbs. or less	F
• Sit	O	11 – 20 lbs.	F
• Manually Manipulate	F	21 – 50 lbs.	F
• Reach Outward	F	21 – 100 lbs.	F
• Reach Above Shoulder	O	Over 100 lbs.	O
• Climb	O		
• Crawl	O	Push/Pull	
• Squat or Kneel	O	12lbs. or less	F
• Bend	O	13 – 25 lbs.	F
• Grasp	O	26 – 40 lbs.	F
• Speak	F	41 – 100 lbs.	F

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 and 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 coworkers.

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.

Agreed to and understood:

Signature

Date