



## NY Waterway Ticket Agent

**Summary:** A ticket agent not only handles the retail portion of selling a ticket. They also deal with planning a schedule for the customer, helping them reach their destination via the best route and at the lowest cost. Ticket agents must be familiar with schedules and be able to answer questions about travel times.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned. This includes helping passengers who missed a boat or bus connection. They must assist them with their travel plans and get them to their destination as quickly as possible. Ticket agents often are the first people to come in contact with our customers and they should have a friendly demeanor to assist our customers with not just tickets, but with complaints if applicable.

Ticket agents must display patience in stressful situations. The best ticket agents can solve problems quickly and easily placate angry customers.

Must have excellent interpersonal skills

Must have exceptional communication skills both verbal and written

Must have excellent computer skills

Each ticket agent must notify their supervisor within 24 hours before their start time if they are unable to report to work.

**Each ticket agent must be able to process ticket transactions by using the Ticketing system assigned. All voids, spoils and manual adjustments must be accounted for during the closing out of revenue at the end of each shift.**

During specific block-out dates, at various terminals, ticket agents are not allowed to take any vacation or personal time.

Ticket agents at various locations (that are not prohibited) must announce the departures of the vessels.

Each Ticket agent must be able to provide the correct change to all customers in a timely fashion. All promotional material should be handled in a professional manner.

Each Ticket agent is responsible for maintaining an accurate account each month to avoid revenue shortages. Each Ticket agent must wear the appropriate uniform which includes name tags and identification card.

All Ticket Agents must carefully check their cash deposits daily to ensure that the revenue reported is accurate.

Job Type: Part-time 7am- 12pm Monday through Friday - \$15. per hour

Send Resume [Tomeo@nywaterway.com](mailto:Tomeo@nywaterway.com) or fax: 201-223-7865