

Position Description

(For electronic versions of this document, please use the tab key to move from field to field)

Position Title:	Ticket Agent	FLSA Classification:	Non-Exempt
Department / Location:	Management SRTA	Job Code:	
Completed By:	Human Resources	Date:	September 15, 2025

Title of this Position's Supervisor:	Terminal Supervisor, Operations Manager
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Job Title(s) of Employees that Directly Report to this Position:	N/A
Total Number of Employees (direct or through subordinates) Supervised by this Position:	N/A

Job Purpose or Scope:	Oversees daily activities of New Bedford terminal to ensure that it is being properly operated for the safety and security of our passengers This is not a safety-sensitive position. This position is subject to the Drug Free Workplace Policy.
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Major Responsibilities: <i>List in order of importance</i>	1)	Maintain and assure the utmost customer satisfaction possible
	2)	Assist all passengers with bus information for out of town and/or fixed routes
	3)	Manage and record ticket sales
	4)	Sell and distribute local and interline tickets including prepaid ticket orders
	5)	Prepare and report proper company documents daily
	6)	Answer all phone lines
	7)	Record and deposit company earnings daily for monthly and annual reports
	8)	Organize and file confidential company documents

Position Description

Describe level of decision making and list examples of common decisions made:	• Monitor daily operations of terminal
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Minimum Education & Certifications Required:	High school diploma or equivalent
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Experience & Skills Required:	• A general knowledge of local streets in area • Knowledgeable with computer software including Microsoft Office and Databases • Ability to make decisions independently and set priorities • Ability to use diplomacy and tact in dealing with the client, peers and subordinates. • Excellent written and verbal communication skills; interpersonal and communication skills.
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Physical Requirements & Working Conditions (include amount of travel):	• Must have the ability to climb, stand, walk, stoop, kneel, crouch or crawl when required. • Must have good visual ability in order to complete tasks. • Area may be warm in summer and cold in winter. • Be able to read and write and speak English.
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List any additional measures applicable to this position (Revenue, Headcount, # of buses; Budgets \$ etc.):	
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Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description reflects management's assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.

I have been issued a copy of the employee description and job duties and I have read and understand them. I further understand that any violation of these duties may result in disciplinary action as outlined in the general work rules.

Name: _____

Date: _____

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work performed. These are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so qualified.

Updated September 2025