



Fare Enforcement Officer

Department: Security
FLSA Status: Non Exempt
Work Schedule: All Shifts
Positions Supervised: None

Job Status: Full Time
Reports To: Security Manager
Amount of Travel Required: None
New: 07/2020

POSITION SUMMARY

Conducts ongoing, random passenger fare check procedures of customers on the Rapid Bus Rapid Transit Bus Route network. Provides high quality customer service to riders while educating them on Fare purchases, route operations and procedures. Will issue warnings and/or citations to violators of fare violation policies in accordance with Rapid policy. Will observe and report unsafe or irregular conditions while exercising sound judgment relative to all aspects of assigned duties and protecting Rapid property. Individuals in this position will work a variable work schedule to include day, night and weekend hours of operation

ESSENTIAL FUNCTIONS

- Approach passengers and request proof of fare payment while riding the Bus Rapid Transit routes.
- Educate passengers on the fare payment system.
- Assist with the operation of ticket vending machines when needed.
- Encourages fare compliance by providing a highly visible presence.
- Exercise sound judgment to abuse of the self-service fare collection system.
- Issue accurate, complete and legible citations to persons not complying with fare regulations.
- Testify in adjudication proceedings when required.
- Maintain and submit required records and reports for all activities.
- Report observed or reported fare collection equipment malfunctions.
- Assists in enforcement of Rapid Rules of Conduct on Rapid buses and property.
- Report observations of unusual occurrences and safety / security incidents.
- Provides general assistance and information about using The Rapid network.
- Other duties as assigned.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Takes personal responsibility for the quality and timeliness of the work performed. Achieves results with little oversight.
- Communications - Ability to communicate effectively with others both orally and in writing.
- Customer Service - Ability to take care of the customers' needs in a firm, professional and courteous manner while following company procedures.
- Ethics & Integrity - Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Reliability - Prompt and dependable. At work as scheduled. Plans ahead and communicates scheduling concerns to leadership.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Teamwork - Promotes cooperation and commitment within a team to achieve goals and deliverables.
- Safety - Maintain awareness and concern for on-the-job safety and participate in safety programs as directed/scheduled.

SKILLS & ABILITIES

Education: High School degree or equivalent.

Experience: Minimum two (2) years customer service in a fast paced environment (preferably criminal justice or related) with extensive exposure to the general public.

Computer Skills

Microsoft Office, Outlook Email and the ability to learn new software as required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Position requires extended periods of walking or standing including on a moving bus. Must be able to lift up to 25 pounds. May also include occasional bending, stooping, squatting, pushing and pulling. Employee is required to perform job duties in accordance with existing health and safety procedures and policies. Use of hands and arms is necessary primarily for use of office equipment. Specific vision abilities required by this job include close vision and ability to adjust focus.

Employee Signature _____ Date: _____

The Rapid 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 Rapid reserves the right to change this job description and/or assign tasks for the employee to perform, as The Rapid may deem appropriate.