

We're Hiring:

Fare Enforcement Officer

Hiring Range:

\$17.04 per hour
Full time, benefits
after 30 days

Application Deadline:

Position will remain
open until filled

How to Apply:

Submit resume to
recruiting@ridetherapid.org
OR **apply online** at
ridetherapid.org/jobs

*The Rapid is an EEO
Employer: Women and
Minorities Encouraged
to Apply*



Position Summary:

The Rapid is seeking a Fare Enforcement Officer to join our team! This position conducts ongoing, random passenger fare check procedures of customers on the Bus Rapid Transit Routes.

The Fare Enforcement Officer will have to provide high quality customer service to riders while educating them on fare purchases, route operations, and procedures.

Essential Functions:

- Approach passengers and request proof of fare payment while riding the Bus Rapid Transit Routes.
- Educate passengers on the fare payment system.
- Encourage fare compliance by providing a highly visible presence.
- Exercise sound judgement to abuse of the self-service fare collection system.
- Issue accurate, complete, and legible citations to passengers not complying with fare regulations.
- Report fare collection equipment malfunctions.
- Assists in enforcement of Rapid rules of conduct on Rapid buses and property.
- Provide general assistance and information about using The Rapid network.

Skills & Abilities:

- **Education:** High School degree or equivalent.
- **Experience:** This position requires a minimum of two (2) years of customer service in a fast paced environment (preferably criminal justice or related area) with extensive exposure to the general public.