

JOB DESCRIPTION

Position Information	
Job Title	Bridge Attendant
Job Grade	

Structural Information	
Department	Operations
Division	Operations
Reports to	Shift Supervisor

Position of Job					
<input checked="" type="checkbox"/> Operational	<input type="checkbox"/> Specialist	<input type="checkbox"/> Supervisor	<input type="checkbox"/> Middle Management	<input type="checkbox"/> Senior Management	<input type="checkbox"/> Top Management

Person Requirements	
Qualifications:	<ul style="list-style-type: none"> Grade 12 diploma
<input checked="" type="checkbox"/> AND / <input type="checkbox"/> OR	
Minimum Experience Required:	<ul style="list-style-type: none"> 1 year experience in handling money in a customer facing environment

Core Competencies		
Knowledge	Skills	Attributes
<ul style="list-style-type: none"> • WHMIS, health & safety and fire training • Transportation of Dangerous Goods • Load restrictions • Toll collection system • Bridge and facilities • BWBC policies, procedures, transport regulations • Tolls tariff schedule • Knowledge of machinery, coin sorter/coin roller/ACM vaults/cash registers. • 	<ul style="list-style-type: none"> • First Aid • CPR • Firefighting & Safety • Traffic control • Verbal communication • Organizational • Interpersonal • Customer service • Recognition of counterfeit bills • Planning and Organizing • Cash balancing • Reconciling transactions • Problem Solving (variances) 	<ul style="list-style-type: none"> • Safety and security minded • Self control • Team player • Customer service oriented • Bondable • Sound judgement • Initiative • Adaptability • Resilience • Independent

Special Requirements/Contextual Variables			
<p>Dimensions:</p> <ul style="list-style-type: none"> • Responsible for accurate collection of tolls in a polite manner while maintaining efficient and safe traffic flow • Continuous operation requiring 8, 10 or 12-hour rotating shifts • Process high volumes of traffic (upwards of 2000 cars per shift) • Handle large sums of cash per shift (up to \$10,000) • Adhere to BWBC policies and procedures • Compliance with health and safety regulations, policies and procedures • Expected to wear uniform in compliance with dress code 			
<p>Physical Effort:</p> <ul style="list-style-type: none"> • Standing or sitting for extended periods • Lifting and carrying heavy cash trays • Repetitive reaching to collect tolls • Repetitive hand motion to operate registers and dispense change • Requires lifting of heavy cash drawers, vaults and bins. • Requires a considerable amount of standing. 	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Rigorous
<p>Physical Environment:</p>	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Rigorous

- Confined working area
- Exposed to exhaust fumes, noise, dust, drafts, hazardous materials
- Extreme weather conditions
- Handle dirty money
- Mainly office environment with minimal exposure to outside environment, heat, cold, fumes.

Sensory Attention:

Minimal

Moderate

Rigorous

- Manual dexterity to handle money, operate cash register and issue change
- Use of sight and touch for detection of counterfeit bills
- Being alert for unsafe persons, vehicles, conditions and traffic flow
- Being exposed to loud traffic noise and exhaust fumes
- Noise levels can interfere with ability to communicate with customers

Mental Stress:

Minimal

Moderate

Rigorous

- Rotating shift work within a 24/7/365 operation
- Respond to various requests for information from a variety of sources
- Customer complaints and argumentative customers (verbal abuse)
- Repetitive nature of job
- Constant flow of traffic and the need to process accurately and efficiently despite interruptions
- Differentiating between commercial and non-commercial vehicles
- Language barriers
- Delays caused by unprepared customers who do not have their money ready
- Responsibility for monitoring unattended lane with automated coin machine
- Traffic volume
- Customer attitudes (rude, impatient)
- Erratic drivers and unpredictability of potential incidences
- Cultural differences
- Non-compliance with designated hours and procedures for trusted traveller programs (F.A.S.T./NEXUS)
- Lane and road closures due to construction
- Traffic back-ups
- Different currencies
- Unreliable automated coin machine
- Vehicles obstructing view of potential risk areas
- Crossing of Dangerous Goods and potential hazard
- Accidents on Bridge and Plaza
- Deals with large sums of money.

Job Content

Core Description: To primarily act as ambassador for BWBC while collecting tolls and providing courteous customer service and maintaining safe and efficient flow of traffic to make our customers' gateway experience safe, efficient and enjoyable.

OUTPUT 1	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
Collected Toll Tariff	<ul style="list-style-type: none"> • Determine toll tariff • Process transaction • Issue receipts/change • Release vehicle • Balance cash 	<p>It will be of good quality if tolls were collected according to the following requirements:</p> <ul style="list-style-type: none"> • According to relevant BWBC policies/schedules/procedures • Within reasonable time frame • Within budgetary constraints • Type and size of vehicle was observed • Toll was accurately calculated and collected with correct change/receipt issued • Money collected was reconciled with vehicle count and number of tokens sold 	<ul style="list-style-type: none"> • Cash balance/reconciliation • Feedback from customers and or supervisor/manager • Toll tariff schedule • Completed and up-to-date records • Customer feedback 	<ul style="list-style-type: none"> • Commercial and non-commercial • Cars, trucks, RVs, buses, motorcycles, trailers • Non-revenue vehicles • First response/emergency vehicles • Tokens
OUTPUT 2	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
Maintained safe and efficient flow of traffic (Bridge Attendant)	<ul style="list-style-type: none"> • Monitor traffic patterns • Provide feedback to shift supervisor or designated traffic controller • Hold and release traffic at toll booth, as necessary/instructed • Provide direction and assistance to customers • Accommodate wide and dangerous loads 	<p>It will be of good quality if traffic flow was maintained according to the following requirements:</p> <ul style="list-style-type: none"> • BWBC policies/traffic control procedures, applicable health and safety regulations • Bridge attendants remained alert and fully aware of their surroundings and traffic conditions • Open communication channels were established 	<ul style="list-style-type: none"> • Number of incidents/accidents during shift • Throughput of vehicles • Feedback from supervisor • Feedback from customers • No/minimal disruption to plaza operations and traffic flow 	<ul style="list-style-type: none"> • Highway, roadway, bridge, plaza area and duty free parking areas • Commercial and non-commercial • Cars, trucks, RV's, buses, trailers, motorcycles • Non-revenue vehicles • First response/emergency vehicles

		<p>and regular contact was maintained among themselves, the shift supervisor and the traffic control staff</p> <ul style="list-style-type: none"> • Consistent with applicable legislation and standards • Within allocated time frame • Within budgetary constraints 		
OUTPUT 3	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
Provided service excellence	<ul style="list-style-type: none"> • Initiate contact by greeting customers • Determine customer needs • Provide information relative to customer needs • Offer assistance relative to customer needs • Direct customer to other appropriate information sources and/or resources 	<p>Customer service will be of good quality if delivered according to the following criteria:</p> <ul style="list-style-type: none"> • BWBC policies/procedures, health and safety regulations/ customer care principles were followed • Staff was knowledgeable and helpful • Staff approached customers in a friendly and courteous manner • Staff remained patient and attentive when responding to customer requests • Staff provided professional and efficient service • Staff maintained composure and effectiveness despite stressful circumstances • Consistent with applicable legislation and standards • Within allocated time frame • Within budgetary constraints 	<ul style="list-style-type: none"> • Feedback from customers/supervisor/manager/co-workers • Number of complaints • Number of complimentary letters 	<ul style="list-style-type: none"> • Telephone support to customers, CBSA, general public and MDOT • General Information to internal/external customers • Support to first responders • Commercial and non-commercial • Non revenue vehicles (delivery/ service trucks)
OUTPUT 4	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables

<p>Contributed to safety and security of plaza</p>	<ul style="list-style-type: none"> • Scrutinize surroundings • Keep an eye on closed circuit television monitors • Anticipate and evaluate potential risk situations • Respond to unusual situations in a timely manner • Report unusual circumstances to shift supervisor • Provide support to supervisor in emergency situations 	<p>It will be of good quality if delivered according to the following criteria:</p> <ul style="list-style-type: none"> • BWBC policies/procedures and health and safety/ regulations were followed • Emergency guidelines/ protocols were adhered to • Staff was adequately trained on safety, security and emergency response procedures/practices • Consistent with BWBC policies, procedures and applicable legislation and standards • Within allocated time frame • Within budgetary constraints 	<ul style="list-style-type: none"> • Number of interceptions/incidents • Feedback from customers/supervisor/manager/OPP/fire department • Emergency response policies/procedures/practices 	<ul style="list-style-type: none"> • Immigration refusals • Pedestrians, cyclists • Abandoned vehicles • Bomb threats • Emotionally distressed travellers • Undeclared dangerous goods • Travellers getting out of vehicles on roadway
<p>OUTPUT 5</p>	<p>Sub-Outputs</p>	<p>Quality requirements</p>	<p>Quality Indicators</p>	<p>Range Variables</p>
<p>Regulated Traffic Flow (Traffic Control Person)</p>	<ul style="list-style-type: none"> • Monitor traffic volume and flow • Maintain radio communication with supervisor and toll collectors/bridge attendants • Set up delineators to separate traffic into appropriate lanes • Direct traffic into separate lanes • Accommodate F.A.S.T./NEXUS traffic, buses and duty free delivery vehicles • Remove delineators • Assist in turning around vehicles • Assist supervisor with on-ramp closure 	<p>It will be of good quality if delivered according to the following criteria:</p> <ul style="list-style-type: none"> • BWBC policies/traffic control procedures and health and safety regulations were followed • Staff wore personal protective equipment to identify themselves and to be visible to the public • Consistent with BWBC policies, procedures and applicable legislation and standards • Within allocated time frame • Within budgetary constraints 	<ul style="list-style-type: none"> • Traffic control guidelines • Number of incidents/accidents • Throughput of vehicles • Feedback from supervisor/manager and coworkers • Proper traffic segmentation • Customer feedback 	<ul style="list-style-type: none"> • Highway, roadway, bridge, plaza area and duty free parking areas • Commercial and non-commercial • Cars, trucks, RVs, buses, trailers, motorcycles • Non-revenue vehicles • First response vehicles

	<ul style="list-style-type: none"> • Monitor automated coin machine 			
OUTPUT 6	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
Performed cash room duties	<ul style="list-style-type: none"> • Cash out toll personnel at end of shifts. • Empty and balance cash trays for entire day. • Empty and balance vaults for the day including separation and rolling of coins. • Balance total money, prepare for deposit. • Count and reconciles token inventory. • Reconcile differences and report variations and/or questionable trends to Operation Shift Supervisor for investigation. • Prepares time cards for use and ensures cash room supplies are prepared and in place for use. • Relieve toll personnel during their breaks. 	<ul style="list-style-type: none"> • Consistent with BWBC policies, procedures and applicable legislation and standards • Within allocated time frame • Within budgetary constraints 	<ul style="list-style-type: none"> • Balanced cash drawer • Feedback • Business system • Updated records 	<ul style="list-style-type: none"> • Cash • Tokens
OUTPUT 7	Sub-Outputs	Quality requirements	Quality Indicators	Range Variables
System Monitoring	<ul style="list-style-type: none"> • Monitor traffic volume and flow • Maintain communication with customer • Address specific issue 	<p>It will be of good quality if delivered according to the following criteria:</p> <ul style="list-style-type: none"> • BWBC policies/traffic control procedures and health and safety regulations were followed • Specific customer care was provided • Consistent with BWBC policies, procedures and 	<ul style="list-style-type: none"> • Traffic control guidelines • Number of incidents/accidents • Throughput of vehicles • Feedback from supervisor/manager and coworkers • Proper traffic segmentation • Customer feedback 	<ul style="list-style-type: none"> • RTO • CCTV • Highway, roadway, bridge, plaza area and duty free parking areas • Commercial and non-commercial • Cars, trucks, RVs, buses, trailers, motorcycles • Non-revenue vehicles • First response vehicles

		<p>applicable legislation and standards</p> <ul style="list-style-type: none">• Within allocated time frame• Within budgetary constraints		
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