



TEMPORARY TOLL/ TRAFFIC, JANITORIAL, MAINTENANCE JOB DESCRIPTION (US)

- Position:** Temporary Toll/ Traffic, Janitorial, Maintenance position
- Reports to:** Operations Supervisor, Maintenance Supervisor
- Hours of Work:** 24 - 40 hours per week, variable shifts, including weekends. Must be available to support a 7/24 schedule operation as determined by the Authority.
- Compensation:** As per Teamsters Local Union No. 449 Collective Agreement

Position Summary:

Performs toll, traffic, janitorial and light maintenance duties as required to meet business demands.

Essential Functions:

1. Identifies and classifies vehicles based upon established toll structures. Collects cash, furnishes receipts, and accurately gives change to customers, while facilitating the safe and efficient flow of traffic.
2. Processes or reclassifies electronic toll payments; processes debit/credit transactions.
3. Identifies and documents unusual items that may impact charging customers accurately or accounting for all vehicle transactions, axles and cash.
4. Assists with directing traffic and delivering documents on behalf of inspection agencies.
5. Secures assistance for disabled vehicles; prepares accident and incident reports; reports accidents and incidents to appropriate authorities.
6. Assists in pushing, towing, or escorting disabled vehicles out of the flow of traffic.
7. Directs traffic to safely detour vehicular and pedestrian traffic away from Authority controlled work zones; secures site as required.
8. Patrols Authority property on foot or using an Authority owned vehicle; recognizes and responds to unusual or suspicious activity and persons.
9. Performs basic maintenance functions such as grass cutting and trimming, hedge and tree pruning, planting, weeding, fertilizing, mulching, paintings and patching, etc.

10. Performs general housekeeping functions, including sweeping, mopping, vacuuming, waxing, dusting, cleaning hard surfaces, windows, and restrooms, emptying waste and recycle bins, etc.
11. Moves and replaces furniture, equipment, and supplies to accomplish housekeeping functions.
12. Clears snow and ice using snow blowers or hand shovels. Spreads sand and/or salt to prevent the buildup of ice on walkways.
13. Utilizes machinery such as snow blowers, lawn mowers, weed wackers, leaf blowers, vacuums, scrubbers, sweepers, wax strippers, floor buffers, carpet cleaners, etc.
14. References and abides by all Health and Safety policies and procedures. Accesses instructions contained in Material Safety Data Sheets and training manuals to perform work in a safe manner, safe handling and using PPE as required for hazardous chemicals and job specific hazards.
15. Prepares documentation of tasks performed and items requiring maintenance or repair.
16. Verifies that building doors and windows are locked and secured to protect Authority property and to ensure tenant security.
17. Practices energy conservation by turning off lights, lowering thermostats, etc.
18. Utilizes portable scales and measuring devices to independently verify vehicle weight and dimensions; documents results and determines whether vehicles are authorized for travel based upon established policies and procedures.
19. Maintains a customer focus at all times; responds to employee, tenant, vendor, and customer queries and complaints in a respectful and courteous manner.
20. Exercises sound judgment in emergencies; initiates action to prevent emergencies.
21. Identifies, understands and resolves conflicts or problems within area of responsibility. Exercises independent judgment in executing responsibilities.
22. Other duties as assigned.

Knowledge, Skills and Abilities:

1. Basic knowledge, skill and experience working with the public, handling cash, operating lawn care machinery i.e. lawn mower, hedge trimmer, snow blower and janitorial related tools and equipment.
2. Ability to read, understand, and follow written instructions and directives.
3. Ability to listen, comprehend, and follow oral instructions and directives.
4. Ability to continually stand and work outside, in all types of weather, for extended periods of time.

5. Ability to continually stand or sit for extended periods of time, while keying in vehicle classification and payment type into a computer, accepting money and giving change to customers.
6. Ability to accurately count money and make change.
7. Ability to accurately see and classify vehicle configurations.
8. Ability to climb and work on ladders and scaffolds to a height of ten (10) feet.
9. Ability to lift and carry objects weighing up to approximately fifty (50) pounds.
10. Ability to utilize motorized equipment for extended periods of time.
11. Ability to take direction in a positive manner.
12. Ability to communicate with supervision, peers and customers in a positive, professional manner.
13. Ability to problem solve and provide recommendations related to the position.
14. Ability to work with or without supervision.
15. Ability to adhere to the rules and regulations of the Authority.
16. Ability to work safe, under pressure in a fast paced, customer focused environment.
17. Ability to work rotating shifts and days, including weekends and holidays.
18. Subject to twenty-four (24) hour call-in, during times of emergency.

Education, Certifications and Experience:

1. Must have a minimum education of a High School Diploma and/or equivalent or greater relevant training courses and/or certifications, including relevant trade certification.
2. Must have a minimum of one (1) to three (3) years' experience working with the public, handling cash, identifying counterfeit money, performing janitorial and maintenance duties utilizing maintenance and janitorial machinery.
3. Must maintain appropriate security clearance required by federal inspection agencies.
4. Must maintain of a valid Driver's License issued by the Province of Ontario (License Class G) or the State of New York (License Class B). A Commercial License is an asset, but not required.
5. Must complete and maintain applicable training as required by the Authority.