

**WASHINGTON STATE FERRIES
INFORMATION AGENT
JOB DESCRIPTION OVERVIEW**

**The employee's ability to deal tactfully, calmly and courteously with the public
is of crucial importance.**

Job Description

The Information Agent is responsible for front-line communication with Washington State Ferries users and the general public, relaying accurate and reliable information about the system and its services. At all times, the Information Agent must reflect a positive image of Washington State Ferries and the State of Washington.

Typical Duties

The Information Agent responds to information requests in person, by telephone and via e-mail from the public and the news media (media queries about schedules, service disruptions and other routine information that is given out to the general public). The Information Agent does not act as a company spokesperson for issue and policy questions.

Essential Duties

- Must have excellent customer service skills
- Must be available for shifts assigned between 4:30 am - 10:00 pm, seven days per week
- Must have the ability to operate phone equipment, answer phone inquiries for information, concerns, complaints or compliments and provide management with accurate information so that the system can respond to customers
- Must have the ability to operate a computer and use software for checking availabilities, taking reservations and responding to e-mail communications
- Must have the ability to research travel information and respond to in-person inquiries at the Information Desk
- Must have the ability to maintain schedule/brochure displays, monitor stock and on-occasion may be required to lift/carry boxes weighing 25-50 lbs.

Additional Duties

- Performs lost and found duties, including entry, classification, distribution, sorts and bags unclaimed items on a monthly basis and send to charities
- Checks and monitors telephone lines and automatic phone answering equipment and calls repair services when necessary
- Initiates emergency notifications and communications procedures during service disruptions
- Performs seasonal reservations duties, requiring strict attention to detailed entry, system and travel rules, which must be communicated to the public
- Provides accurate information regarding terminal facilities, ticketing and refund procedures, service complaints, special permit applications
- Provides Operations Center Management with monthly statistics concerning number of calls received, busy signals, etc.
- Performs clerical duties associated with the information function, including taking requests for brochures and schedules, addressing and stuffing envelopes, and other work as required
- Performs light housekeeping chores in the Information Center