



Title: Stationmaster

Job Code: 0461/4461

Pay Range: 305/415

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established:

Revised: 12/05; 9/09; 12/14

EEO Category:

CLASSIFICATION DESCRIPTION

Coordinate public announcements, ticket selling, passenger flow and dispatching of passenger trains. Ensure safety of guests in platform area and by securing train car doors. Answer questions from the public. Perform related duties as required.

DUTIES AND RESPONSIBILITIES

1. Sells and collects passenger tickets, announces train departure and operation information over public address system.
2. Checks for properly secured doors on passenger cars and ensures safe operations while the train is in the station.
3. Assists engineers in scheduling train departures and arrivals for safe operations.
4. Informs engineer when train is set for safe departure.
5. Maintains platform safety while trains are operating.
6. Communicates to Guest Services Management regarding the need to increase or decrease the number of trains in service based on visitor demand; keeps daily log of operations activities.
7. Answers questions from the public about Zoo exhibits, train operations and general Zoo rules and regulations.
8. Opens and closes train station; maintains crowd control.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work

- Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Some experience working with the public
- Sufficient education to demonstrate the ability to read instructions and to perform elementary arithmetic calculations including the counting of money
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities:

- Deal courteously with the public and to develop and maintain harmonious working relationships with other employees
- Efficiently complete work in the prescribed manner following a brief training period
- Understand and follow oral and written instructions
- Keep basic records
- Learn the procedures involved in the safe station operating procedures of the Zoo train
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Work under the close supervision of supervisor/manager during initial stages of employment. Detailed instructions and training, as required, are given on initial employment and on subsequent new assignments. After employee becomes familiar and proficient with particular procedures, may work without direct supervision and exercise some judgment.

SUPERVISION EXERCISED

Leads employees who assist in selling tickets and boarding passengers; employee performance problems are reported to the supervisor/manager.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Public address system and all standard office equipment, including but not limited to point of sale register and scanner, calculator, copy machine and computer software including Microsoft based word-processing and spreadsheets.

WORK ENVIRONMENT

Duties may be performed under various conditions, both indoors and outdoors. Work may be performed in heat, cold and inclement weather. Frequent standing for long periods of time. Work schedule typically includes evenings, weekends and holidays.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.