

Position: **Benchmark Job #227**

Ministry: Transportation and Highways

Working Title: **Terminal Attendant**

Branch: Marine Branch, Albion Ferry

Level: Range 7

Location: Maple Ridge

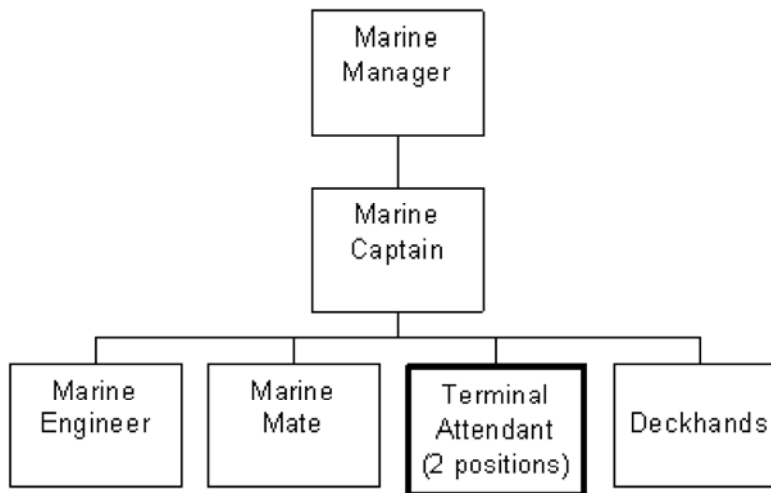
NOC Code: 7435

PRIMARY FUNCTION

To direct and place traffic at terminal park area, to ferry ramp and perform various cleaning functions in the ferry terminal area.

JOB DUTIES AND TASKS

1. Directs, loads and unloads vehicles
 - a. directs and places traffic in the terminal area including segregating commercial vehicles and dangerous goods carriers and vehicles with trailers and boats using hand signals
 - b. loads/unloads vehicles as directed by ferry crew
 - c. deals with the public in a courteous, helpful manner and provides parking and travel information as required and maintains order within the terminal
 - d. controls foot passengers when boarding the vessel
 - e. relays messages as required to the ship or travelling public
 - f. checks for vehicle infractions such as no gas caps, gasoline leaks and improper lashing of propane
 - g. handles mooring lines during berthing and unberthing
 - h. carries out fire and security patrols and checks firefighting and lifesaving equipment at the terminal
2. Performs various cleaning functions
 - a. maintains waiting room and various areas of the terminal including mopping using cleaning solutions and sweeping
 - b. cleans snow and ice from terminals and ramps using shovel and salt
3. Performs other related duties
 - a. receives and signs for supplies delivered
 - b. responds to telephone enquiries when office is closed
 - c. writes incident reports



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	JOB KNOWLEDGE Know several work tasks and how to read operational procedures and write complete incident reports.	B	40
2	MENTAL DEMANDS Judgement to select a known action in completing specific tasks to direct vehicles and passengers in preparation for loading on a ferry.	B	40
3	INTERPERSONAL COMMUNICATION SKILLS Tact required to answer general inquiries from passengers related to ferry terminal parking; give directions and information about delays.	B	20
4	PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to handle mooring lines during berthing and unberthing of vessel.	C	15
5	RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by set routines, makes minor changes in known job tasks to control vehicles and passenger placement and to clean and maintain the terminal.	A	15
6	RESPONSIBILITY FOR FINANCIAL RESOURCES Receives and signs for supplies delivered as the person available.	A	5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Minimal responsibility to maintain cleanliness of terminal areas by using brooms, mops and cleaning solutions.</p>	A	5
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Limited responsibility for human resources to provide informal orientation to the workplace to new employees.</p>	A	5
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Moderate care and attention to ensure the safe placement and compliance to safety regulations of vehicles on ferry.</p>	C	15
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Close sensory concentration to regularly observe and listen and direct traffic at terminal and loading and unloading of ferry.</p>	B	6
11	<p>PHYSICAL EFFORT</p> <p>Relatively heavy physical effort to almost always stand and walk to direct ferry traffic.</p>	D	18
12	<p>SURROUNDINGS</p> <p>Exposure to all weather conditions while directing terminal traffic almost always.</p>	D	9
13	<p>HAZARDS</p> <p>Significant exposure to hazards from almost always working around moving vehicles in ferry terminal area.</p>	D	9

Total Points: 202

Level: Range 7