

Casco Bay Island Transit District

Freight Agent

NATURE OF WORK

This is a technical position providing customer service assistance through the freight and ticket office. The Freight Agent handles unloads shipments from vendors, coordinates shipments, performs cash-handling duties for freight transactions, and coordinates with vessel operations.

EXAMPLES OF WORK

- Operate computerized freight system including basic trouble-shooting of operating malfunction.
- Maintain cash controls.
- Handle all cash and charge sales of freight shipments and vehicle charges; ensure freight is paid and properly charged according to tariff and accounting policies.
- Responsible for the general appearance and safety of the freight shed and dock facility including freight shed, staging areas at the gates and in the driveway, storage areas and general traffic flow.
- Provide customer assistance, communication and information; Operate forklift to assist in unloading commercial shipments and assist individual customers in unloading items from vehicles; Receive and sign for shipments from vendors; Organize, label, and package items for shipping; handle initial customer complaints and investigate lost shipments and basic billing questions; Check telephone messages on freight extension and reply as necessary.
- Assist ticket staff with ticket sales as necessary.
- Complete other tasks as assigned.

REQUIREMENTS OF WORK

- Certification in forklift operation as provided by CBITD
- Working knowledge of ferry service operational area

HELPFUL TRAINING AND EXPERIENCE

Knowledge of the history of the Casco Bay islands, their people, and transportation.