



JOB DESCRIPTION

POSITION:	Tunnel Attendant (TA-1/TA-2)		
FLSA:	Non-Exempt	LOCATION:	DWT/MI
REPORTS TO:	Operations Manager	DEPARTMENT:	Operations

Customer Service:

Assist customers (including processing credit cards or transponders, answering questions, directing, etc.)
Keep unauthorized persons out of restricted areas
Stop pedestrian traffic from walking through toll lanes, across the Plaza, or into Ammex Duty Free areas
Properly respond to the alarm systems and follow truck clearing procedure
When the alarm is activated, reset alarm
Enforce Tunnel access restrictions, by prohibiting trucks from entering the Tunnel that violate length, height, axle spread, or weight regulations; and assist drivers in exiting Detroit Plaza property safely
Refer drivers to DWT Customer Service, regarding any toll account inquiries
Notify supervisor of accidents, toll gate and alarm malfunctions, and maintenance repairs needed
Assist CBP with persons/vehicles that are refused entry to the US
Verify that automatic toll equipment is fully functional, and toll lanes are open
Safety & Security:
Adhere to and support Company's Environmental, Social, and Governance (ESG) initiatives
Maintain safe working environment by complying with Company procedures, rules, and regulations
Notify supervisor of accidents/incidents on the Detroit Plaza property or in the Tunnel
Assist with accident/incident response on the Detroit Plaza property or in the Tunnel
Complete accident/incident reports for physical injury to people or property damage of equipment or facility

Handle, or assist with, retrieval of disabled vehicles in the Tunnel and on Company property

Assist in handling Tunnel emergencies under the direction of the Ops Shift Supervisor

Assist emergency responders at accident scenes, as directed

Notify supervisor of hazardous/flammable materials, placards on trucks, and unsafe truck or vehicle loads

Facilities Upkeep:

Maintain the cleanliness of Detroit Plaza
Sanitize common areas and frequently touched surfaces

Perform basic clean-up tasks and all general custodial duties

Sweep up the Detroit Plaza grounds

Pick up debris and trash on the property, including removal of debris, trash, bottles, etc.

Maintain cleanliness of all the booths

Ensure lights are working; replace bulbs as needed

Snow removal: shovel snow, plow snow, and spread salt

Notify supervisor when supplies are needed

Notify supervisor of any equipment malfunctions

Requirements/Qualifications:

High School Diploma, GED, or equivalent.

Valid driver's license

Experience working with the public

Good communication skills

Ability to serve customers with dignity, respect, courtesy, and kindness

General knowledge of various equipment used in minor facilities maintenance

Ability to use self-propelled snow blowers