



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