

North-Link M1 Ltd., are recruiting for casual toll operators.

Please send a copy of your CV to info@northlink.ie

Closing date is **25th October 2021.**

**North-Link M1 Ltd
JOB DESCRIPTION**

1. GENERAL INFORMATION

Job Title:	Toll Operator	Location:	North-Link M1
Contract Type	Fixed Term Contract – Casual	Reporting to:	Tolling Supervisor

2. JOB DESCRIPTION

- The collection of tolls at North-Link M1 toll plaza.
- To correctly identify vehicles by class / type, to collect the appropriate tolls and to issue change and receipts as appropriate in an efficient and customer friendly manner.
- To assist in maintaining optimum traffic flow so as to minimise delay, maximise throughput and meet business targets and ensure customer satisfaction with the tolling service.
- To follow established procedures for handling of cash, transfer to the Cash Office and completion of the 'cashup' procedure at end of shift / work session.
- To ensure that all customer enquiries and complaints received at toll booths are addressed and / or reported and escalated as appropriate in accordance with established procedures.

3. PERSON SPECIFICATION

Criteria	Essential to the Role	Desirable to the Role
Qualifications/ Education / Training	<ul style="list-style-type: none"> • 2nd level education 	<ul style="list-style-type: none"> • Complementary work-related training courses/qualifications • H&S Related training - First Aid, Fire Warden, manual handling, Safety Rep.
Experience/ Knowledge	<ul style="list-style-type: none"> • Experience working in a customer service orientated environment • Experience working in a cash handling role 	<ul style="list-style-type: none"> • Experience in a similar role • An appreciation of safe working practices
Skills/Abilities	<ul style="list-style-type: none"> • Good numerical ability • Detail conscious • Ability to communicate effectively, both verbally and in writing (in English) • Ability to deal with members of the public in respect of queries, complaints and the enforcement of Company policies and procedures • Ability to handle customer conflict 	
Personal Attributes	<ul style="list-style-type: none"> • Adaptable and flexible with a willingness to work irregular hours • Friendly and outgoing personality • Ability to work as part of a team • Self-motivated and enthusiastic 	