



POSTING

Ferry Clerk

Permanent Part-time Opportunity

Why Choose Loyalist for Your Next Great Career Opportunity? Our team is committed to providing excellent customer service to the residents and staff we serve. We encourage learning and development and believe in a respectful, team-based workplace that is effective and welcoming. Plus, we like to have fun while accomplishing great things for our Residents!

Loyalist Township is committed to reaching our full collective potential as an employer of choice. We offer excellent pay and benefits, including free counselling services for staff and their families. Beginning in 2023, part-time staff will be eligible for our defined benefit pension plan (OMERS) and after one year, access to our extended health and dental plan (SSQ). Service to our community and each other is what we do.

Loyalist is a growing community of over 18,000 residents situated on the north shore of Lake Ontario between Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with several smaller hamlets throughout, including an island community accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts a lively downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.

What do You offer Loyalist as a Ferry Clerk? You thrive in a fast-paced environment and bring a positive attitude to challenges. You use your time management and organizational skills to prioritize conflicting demands and deliver services. You take pride in providing excellent customer service in all facets of your job from internal communications to dealings with the public. You have experience with scheduling in a unionized environment with proven database management skills and a change management mindset. *If this sounds like you, apply today!*

Loyalist Township invites applications for this permanent part-time position.

File No: 2022-77 Ferry Clerk
Hours: 24 hours per week
Hourly Rate: \$26.00-28.89 per hour
Closing: October 30th, 2022, 11:59 p.m.

A detailed job description is below. Please submit your cover letter and resume using the online form by selecting the apply now button:

[**APPLY NOW!**](#)



JOB DESCRIPTION

POSITION TITLE: FERRY CLERK

DEPARTMENT: COMMUNITY & CUSTOMER SERVICES

REPORTS TO: SUPERVISOR OF PUBLIC TRANSPORTATION & FLEET

CATEGORY: NON-UNION PERMANENT PART-TIME

UPDATED: OCTOBER 2022

LOCATION: AMHERST ISLAND FERRY OFFICE

POSITION SUMMARY:

This role is an integral part of service delivery to the residents and visitors of Loyalist Township travelling to and from Amherst Island and contributes to the achievement of our Strategic Plan. It is key to the overall smooth operation of a safe, comfortable, reliable Ferry Service.

The purpose of this position is to provide administrative support to the Ferry operation of the Community & Customer Services Department. A wide range of administrative and office support activities are performed to facilitate the efficient service delivery of the Ferry Operation and the attainment of our mission to provide support and services that promote a prosperous quality of life for residents, the business community and visitors. Under the direction of the Supervisor of Public Transportation & Fleet, the Ferry Clerk is integral in the process of scheduling workers to ensure the ferry is staffed, at all times, in accordance with the OPSEU collective agreement, relevant legislation, and approved rosters from Management. The role requires a strong commitment to service delivery for both internal and external customers. The ideal candidate is highly self-motivated, professional, and capable of managing their workload and prioritizing tasks in a fast-paced municipal environment.

MINIMUM QUALIFICATIONS:

- Two years of post-secondary education in business administration, office administration, or related discipline.
- Two years experience as an office administration professional with a customer service focus, experience within the municipal government or similar public – sector is preferred
- Knowledge of ferry operations, public transportation, and administration would be considered an asset
- Experience in developing and adjusting complex staff schedules

- Good knowledge of office procedures and practices, excellent typing skills and good working knowledge of Microsoft Office Suite software, scheduling software. Ability and willingness to adapt to new technology.
- Customer service-oriented approach to dealing with internal and external customers.
- Demonstrate integrity, diplomacy and understanding of confidentiality and privacy issues.
- Attention to detail with a high degree of accuracy while managing competing priorities and timelines.
- Excellent interpersonal skills, to maintain good working relationships with ferry crews and members of the public.
- Proven ability to communicate effectively (orally and in writing) with a wide variety of individuals in a courteous and competent manner.
- Demonstrated ability to work both independently and in a team environment.
- Excellent organizational, problem-solving, and time management skills.

KEY RESPONSIBILITIES AND DUTIES:

Administrative/Clerical:

Scheduling & Timesheets -

- Schedule permanent and temporary crew replacements in accordance with the OPSEU Collective Agreement and other relevant legislation.
- Post quarterly list for unscheduled hours to be worked.
- Schedule temporary, part-time crew members.
- Provide and verify bi-weekly timesheets and payroll reimbursement claims for completeness and accuracy.
- Liaise with the Payroll & Benefits Coordinator on matters relating to payroll, benefits, disability, and scheduling.
- Monitor and record lay-offs for temporary employees.
- Track averaging agreements for temporary, part time crew members
- Provide the Ferry Captain and Crew with updated crew changes/ sheet regularly

Traffic Log & Revenue -

- Receive and record ferry revenue from pursers for deposit and prepare ferry and landfill revenue deposits on a weekly basis; receive and reconcile cancelled bulk tickets.
- Forward cash receipts for recording weekly to the Finance Division.
- Maintain revenue and traffic databases.
- Issue ferry account invoices from purser records and prepare expense vouchers for payment.
- Receive and record daily traffic logs on a monthly basis and forward to Supervisor of Public Transportation & Fleet, as well as the Ministry of Transportation.

Miscellaneous -

- Record fuel deliveries from billing slips and maintain database, noting vessel in service.
- Receive and distribute correspondence, etc. (e.g., cheques, forms, invoices) from mail/courier pouch to appropriate personnel.
- Prepare petty cash vouchers and forward invoices for payment.
- Receive and refer requests for information, e.g., time off, etc., and forward as appropriate.
- Request quotes for provision of ferry tickets.
- Distribute ferry tickets to pursers and audit sales.
- Train new pursers in office, in conjunction with their on-board training.
- Administer electronic payment system including developing and maintaining standard operating procedures in consultation with Supervisor and Finance.
- Maintain cash fund for purser change.
- Sell ferry ticket books to public
- Supply forms to Crew, Pursers and Captains for monthly reports.
- Post, in consultation with management, public notices to electronic sign boards
- Provide reports, as required.
- Other duties as assigned.

Public Relations:

- Work with corporate communications staff to develop public communications regarding ferry operations
- Use a positive mental attitude to ensure good public relations and helpful attitude, at all times.
- Answer email and telephone enquiries and take messages for the ferry and forward to either the Assistant Supervisor – Senior Ferry Captain or **Supervisor of Public Transportation & Fleet**, or other Township departments.
- Maintain excellent rapport with co-workers, Township community and user groups.

Other Duties :

- Receive Amherst Island landfill revenue, prepare and deliver deposits.
- Maintain database for landfill, which records bag tags, number of bags of garbage, tipping fees, gratuities.
- Submit monthly bag tag inventory.
- Verify landfill float.

WORKING RELATIONSHIPS:

Internal -

Daily communication with ferry crews, roads department, landfill attendant and Township office employees.

External -

Daily interaction with Township residents and visitors.

WORKING CONDITIONS:

Normal office environment working conditions apply. Must be available on short notice, after hours to schedule relief ferry staff for unexpected absences.

** Regular work schedule will be approximately 18 - 24 hours per week.*