

JOB DESCRIPTION

POSITION:	Toll Booth Attendant
COMPANY:	Egis Road & Tunnel Operation

PROJECT:	Egis Road and Tunnel Operation Ireland (ERTO) is an Irish company established in 2005 and is part of Egis Projects Ireland. We manage Dublin Tunnel, Jack Lynch Tunnel in Cork and the Motorway Traffic Control Centre (MTCC) for Transport Infrastructure Ireland (TII). ERTO's responsibility is to manage all processes associated with the Operation and Maintenance of the Dublin Tunnel, Jack Lynch Tunnel and the MTCC. This includes Toll Collection, Traffic Management, Tunnel Safety Management, Emergency and Contingency Planning, Equipment and Infrastructure Inspection and Maintenance. We are located in the Dublin Tunnel Control Building on East Wall Road, Dublin 3. The position's holder is responsible towards compliance with the three Codes of Ethics, Integrity and Human Resources Management Code, internal rules, all local regulations and Health & Safety rules that apply in for the Egis Road and Tunnel Operation activities.
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RESPONSIBILITIES & MAIN ACTIVITIES:

Duties will include but are not limited to:

- Collection of tolls from non-exempt and exempt users of the Dublin Tunnel in accordance with procedures.
- The accurate cash collection and counting of toll revenue. Completing relevant paperwork for cash up of toll revenue.
- Being customer focused and assisting with all queries.
- Appropriately file and number required documentation.
- Available to work days, nights, and weekend shifts over a 24 hour period.
- Toll administration services as required by Tolling Operations Manager, including auditing, reporting etc.
- Reporting of any untoward and unusual incidents on the toll plaza including any health and safety issues.
- Any other additional duties deemed to be required by your line manager.

QUALIFICATIONS, SKILLS & EXPERIENCE:

- Fluent written and spoken English required.
- Previous customer facing experience required.
- Previous cash handling experience required.
- Good interpersonal skills.
- Capable of working in a demanding area as part of a team.
- Ability to work on own initiative.
- Must be flexible to work shifts over 24 hours cycle including mornings, nights, weekends, and bank holidays as required.