

JOB DESCRIPTION

Position Title: Ticket Seller

Division: Operation	Location: Mulifanua Office
Report to: Supervisor	Contract: Permanent
Hours of Work: Shift Work	Salary: \$12,713 - \$17,321 [L5 – L6]

Primary Objectives

To provide efficient and courteous ticketing services while accurately processing sales and supporting a positive travel experience for customers. Candidates in this frontline entry role are responsible for the sale of passenger and vehicle tickets, providing clear travel scheduled information and ensure accurate record keeping with the Corporation’s procedures. This role requires strong customer service skills, cash-handling integrity and the ability to work effectively under pressure in a busy port environment.

Part A: Key Responsibilities, Activities, Tasks & Key Performance Indicators (KPIs)

Key Areas of Responsibility	Key Activities and Tasks	Key Performance Indicators (KPIs)
1. Ticket sales and collection	1.1 Sell tickets to passengers efficiently and accurately, ensuring correct fare collection for all ticket types. 1.2 Collect tickets during boarding and validate tickets for accuracy, ensuring compliance with company policies. 1.3 Maintain accurate records of daily ticket sales and cash collections. 1.4 Assess and record vehicle freight bookings, including vehicle type, size, and payment, ensuring proper allocation and documentation.	<ul style="list-style-type: none"> • Accurate and timely sales of tickets • No discrepancies on ticket sales
2. Customer service and public communication	2.1 Sell tickets to passengers efficiently and accurately, ensuring correct fare collection for all ticket types. 2.2 Collect tickets during boarding and validate tickets for accuracy, ensuring compliance with company policies. 2.3 Maintain accurate records of daily ticket sales and cash collections. 2.4 Assess and record vehicle freight bookings, including vehicle type, size, and payment, ensuring proper allocation and documentation.	<ul style="list-style-type: none"> • Minimal customer complaints received
3. Compliance / Corporation Standards	3.1 Adhere to company dress code and professional conduct standards at all times. 3.2 Follow all standard operating procedures and guidelines for ticket sales and terminal operations.	<ul style="list-style-type: none"> • Improved compliance to company standards and procedures

Part B: Merits and Selection Criteria

Skills and Abilities	<ul style="list-style-type: none">i. Possess <i>customer service skills</i> that is friendly, polite and helpful when assisting passengers and able to provide clear information about schedules, fares and basic travel requirementsii. Possess basic numeracy and cash handling skills, able to handle cash accurately and provide correct change and comfortable using simple ticketing machinesiii. Has adequate communication skills-sets, speaks clearly and listens carefully to customer requests and is able to explain information in a simple and professional manner.iv. Is reliable and has an eye for attention to detail, follows procedures when issuing tickets and recording sale, dependable with attendance, punctuality, and shift responsibilities.
Personal Attributes	<ul style="list-style-type: none">i. Honest, friendly, patient and reliableii. Strong organizational skillsiii. Possesses strong interpersonal skills, respectful and well mannered.
Work Experience	Minimum working experience 2 years as a Cashier, & must be able to pass basic background or reference checks.
Qualifications	Achieved the Foundation Certificate or similar related certificates from a recognized Institution

Continued Professional Development

The Samoa Shipping Corporation is committed to provide CPD for the successful candidate. SSC expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.