

Ticketing Officer Job Description

A comprehensive job description template
for Australian transport and passenger service businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and transport industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Ticketing Officer / Ticket Sales Officer / Station Attendant

1.2 Position Summary

The Ticketing Officer is responsible for providing ticket sales, customer service and information at transport stations, terminals or ticket offices. This role involves processing ticket transactions, answering customer enquiries about services and fares, handling bookings and ensuring a positive customer experience for public transport users.

The position requires strong customer service skills, accuracy in cash handling and ticketing transactions, knowledge of routes and schedules, and the ability to problem-solve and assist customers efficiently. Ticketing Officers are the front-line representatives of the transport service and play a key role in customer satisfaction.

1.3 Reporting Structure

This position reports to:

- Station Manager / Supervisor
- Customer Service Manager
- Operations Coordinator

1.4 Employment Type

This position is available as:

- Casual (on-call basis for peak periods)
- Part-time (regular rostered shifts)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Ticket Sales

- Process ticket sales for all available services, routes and fare types
- Operate computerised ticketing systems accurately and efficiently
- Issue single tickets, return tickets, concession tickets and travel passes
- Calculate fares correctly based on routes, zones and concession entitlements
- Process credit card, EFTPOS, cash and other payment methods
- Ensure all transactions are accurately recorded in the system
- Provide receipts and change accurately

2.2 Customer Enquiries

- Answer customer questions about routes, timetables and services
- Provide information about connections, travel times and service frequencies
- Explain fare structures, concession entitlements and ticket types
- Assist customers with journey planning and travel options
- Provide information about service disruptions, delays or changes
- Direct customers to appropriate platforms, stops or services
- Respond to enquiries via phone, email or in person

2.3 Cash Handling

- Count and reconcile cash floats at start and end of shifts
- Handle cash transactions accurately and securely
- Process EFTPOS and credit card payments
- Balance cash register and complete daily reconciliation reports
- Identify and report counterfeit notes or suspicious transactions
- Maintain security of cash and payment processing equipment
- Follow cash handling policies and procedures strictly

2.4 Booking Management

- Process advance bookings for services requiring reservations
- Manage seat allocations and booking records
- Handle booking amendments, cancellations and refunds
- Coordinate group bookings and special requirements
- Process online and phone bookings when required
- Maintain accurate booking records and documentation

2.5 Schedule Information

- Maintain up-to-date knowledge of timetables, routes and services
- Provide accurate information about departure and arrival times
- Advise customers of service changes, delays or cancellations
- Access and interpret timetable information quickly and accurately
- Communicate service updates to waiting passengers
- Assist customers with alternative travel arrangements when needed

2.6 Complaint Resolution

- Handle customer complaints professionally and empathetically
- Listen to customer concerns and provide appropriate solutions

- Escalate complex complaints to supervisors or management
- Document complaints and feedback accurately
- Follow up on complaint resolution where appropriate
- Identify trends in complaints and report to management
- Maintain calm and professional demeanour during difficult interactions

2.7 Administrative Duties

- Complete shift reports, sales reports and cash reconciliations
- Maintain cleanliness and organisation of ticketing area
- Stock and maintain supplies of tickets, forms and promotional materials
- Report system issues, equipment faults or security concerns
- Participate in team meetings and training sessions
- Follow all security, safety and compliance procedures

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service

Friendly, professional and helpful approach to customer interactions. Patience with diverse customers. Ability to remain courteous under pressure. Strong interpersonal skills. Commitment to providing excellent service.

Cash Handling

Accurate cash counting and transaction processing. Strong numeracy skills. Attention to detail in financial transactions. Experience with EFTPOS and cash register systems. Understanding of cash security procedures.

Computer Literacy

Competency with computerised ticketing systems. Ability to learn new software quickly. Basic keyboard and data entry skills. Comfortable using multiple systems simultaneously. Problem-solving with technology issues.

Communication

Clear and professional verbal communication. Ability to explain complex fare structures and routes simply. Active listening skills. Confident speaking to diverse customers. Telephone manner and professional written communication.

Problem-Solving

Ability to resolve customer issues efficiently. Creative thinking for travel solutions. Capacity to handle difficult situations calmly. Sound judgement in making decisions. Resourcefulness in finding information.

Attention to Detail

Accuracy in processing transactions and issuing tickets. Precision in cash handling and reconciliation. Thorough checking of booking details. Careful recording of information. Quality control mindset.

3.2 Personal Attributes

- Professional presentation and demeanour
- Patient and empathetic with customers
- Reliable and punctual
- Honest and trustworthy, especially with financial transactions
- Calm under pressure during busy periods
- Flexible and adaptable to changing situations
- Positive attitude and team player
- Good memory for routes, fares and procedures
- Organised and efficient in work approach
- Customer-focused mindset

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Strong numeracy and literacy skills
- Ability to work a flexible roster including weekends and public holidays
- Police check / criminal history check with satisfactory outcome
- Basic computer skills and ability to learn ticketing systems

4.2 Desirable Qualifications

- Certificate III in Tourism, Travel or Customer Engagement
- Previous customer service or retail experience
- Cash handling experience
- Experience with computerised booking or POS systems
- Transport industry knowledge or experience
- Multiple language skills
- First aid certificate

4.3 Experience

Previous experience in customer service, retail, hospitality or ticketing roles is highly valued. Experience with cash handling, computerised systems and problem-solving in customer-facing environments is desirable. Entry-level candidates with strong numeracy, communication skills and a customer service focus will be considered. Full training in ticketing systems, fares and procedures will be provided.

5. Working Conditions

5.1 Hours of Work

- Shifts aligned with service operating hours (may be 5:00am-11:00pm)
- Early morning, daytime and evening shifts
- Weekend and public holiday roster requirements
- Peak period shifts during busy travel times
- Shift lengths typically 4-8 hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Sitting or standing for extended periods at ticket counter
- Repetitive hand and wrist movements for computer and cash handling
- Visual concentration on computer screens
- Occasional lifting of supplies or equipment (up to 10kg)
- Manual dexterity for handling cash and tickets

5.3 Work Environment

- Indoor ticket office or station environment
- May include security screen or counter barrier
- Close interaction with diverse members of the public
- Busy periods with queues and time pressure
- Noise from station announcements and passenger activity
- Occasional challenging or difficult customer interactions

5.4 Uniform and Presentation

- Company uniform provided and must be worn at all times
- Professional and neat personal appearance required
- Name badge or identification to be displayed
- Closed-toe footwear required
- Minimal jewellery and conservative grooming
- Uniform must be clean and well-maintained

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Passenger Vehicle Transportation Award 2020 (MA000063). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in the passenger transport industry including ticketing, customer service and station staff roles.

6.2 Classification Level

Ticketing Officers are generally classified under the award as:

- Level 1: Entry-level ticketing officer with limited experience
- Level 2: Experienced ticketing officer with demonstrated competency
- Level 3: Senior ticketing officer with supervisory or specialised duties

The specific classification level will be determined based on experience, responsibilities and the complexity of duties performed.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Early morning and night work: Additional penalties may apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Passenger Vehicle Transportation Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers with respect, courtesy and professionalism
- Maintain confidentiality regarding financial transactions and customer information
- Follow all company policies and transport regulations
- Represent the transport operator positively at all times
- Arrive punctually for shifts and maintain attendance standards
- Report absences or lateness as soon as possible

7.2 Service Excellence

- Provide friendly, efficient and accurate service to all customers
- Go the extra mile to assist customers with enquiries and travel planning
- Remain patient and helpful during busy periods
- Handle complaints professionally and seek positive resolutions
- Anticipate customer needs and provide proactive assistance
- Maintain product knowledge of fares, routes and services

7.3 Accuracy and Integrity

- Process all transactions accurately and honestly

- Handle cash and payment processing with complete integrity
- Double-check fares, tickets and change before completing transactions
- Report discrepancies or errors immediately
- Maintain security of cash, tickets and systems
- Follow all financial controls and cash handling procedures

7.4 Teamwork and Communication

- Work cooperatively with colleagues and supervisors
- Share information about service changes or customer issues
- Support team members during busy periods
- Communicate clearly and professionally with all stakeholders
- Accept feedback positively and implement improvements
- Participate actively in team meetings and training

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining customer service and relevant experience
- Cover letter describing suitability for the role and availability
- Copies of relevant certificates or qualifications
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess customer service skills and suitability
- Numeracy and computer skills assessment
- Police check and background verification
- Reference checks with previous employers

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____