

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

Please send a copy of your CV to [info@northlink.ie](mailto:info@northlink.ie)

**North-Link M1 Ltd  
JOB DESCRIPTION**

**1. GENERAL INFORMATION**

<b>Job Title:</b>	Toll Operator	<b>Location:</b>	North-Link M1
<b>Contract Type</b>	Fixed Term Contract – Casual	<b>Reporting to:</b>	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
<b>Qualifications/ Education / Training</b>	<ul style="list-style-type: none"> <li>• 2nd level education</li> </ul>	<ul style="list-style-type: none"> <li>• Complementary work-related training courses/qualifications</li> <li>• H&amp;S Related training - First Aid, Fire Warden, manual handling, Safety Rep.</li> </ul>
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience working in a customer service orientated environment</li> <li>• Experience working in a cash handling role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a similar role</li> <li>• An appreciation of safe working practices</li> </ul>
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Good numerical ability</li> <li>• Detail conscious</li> <li>• Ability to communicate effectively, both verbally and in writing (in English)</li> <li>• Ability to deal with members of the public in respect of queries, complaints and the enforcement of Company policies and procedures</li> <li>• Ability to handle customer conflict</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Adaptable and flexible with a willingness to work irregular hours</li> <li>• Friendly and outgoing personality</li> <li>• Ability to work as part of a team</li> <li>• Self-motivated and enthusiastic</li> </ul>	