



Annexure A

JOB Profile

Fare Evasion Supervisor

1. POSITION DETAILS:

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| Position Title: | Fare Evasion Inspectors |
| Organisational Unit: | AFCA Station Staff |

2. JOB DESCRIPTION:

MAIN JOB OBJECTIVES/PURPOSE OF THE JOB

- To interface with the commuters at the Harambe stations;
- To assist commuters in boarding at the stations;
- To validate all Fare Media; and
- To ensure that the stations are always clean and safe.

DESCRIPTION OF KEY RESPONSIBILITY AREAS AND INDICATORS

1. Provide effective and efficient customer service

- Greet and thank commuters.
- Refer customer complaints to station Supervisor.
- Provide service information to Commuters.

2. Perform the Fare media validation function

- Validate and verify commuter fare media cards.
- Report suspicious fare media.



3. Assist with communications to commuters and station personnel

- Actively report any incidents within the station precinct.
- Guide and inform boarding commuters on routes.
- Notify the Station supervisor of delayed or cancelled services.

4. Assist with the boarding procedure

- Assist commuters in boarding, including disabled commuters.
- Ensure that commuters are boarding safely.
- Attend to the overriding of system failures (opening of system doors).
- Direct commuter queuing within the station precinct.

5. Assist and ensure proper housekeeping is during a shift

- Ensure that the station is clean and report to the ambassador
- Securely store all destroyed tickets.

If you are interested in the position and meet the requirements, kindly forward your CV to recruitment@xtremetec.co.za

Please state in the subject line: Fare Evasion Inspectors

If you haven't heard from us within 2 weeks, please consider your application unsuccessful.