

Tunnel Attendant 1 Full Job Description

Traffic Control / Traffic Management

- Regulate traffic flow on the Detroit Plaza, both upper plaza and lower plaza, including directing deliveries
- Direct traffic into the proper lanes for electronic toll collection or inspection by using hand signals, whistles, and verbal communications
- Direct traffic into lanes on an even basis to mitigate traffic backups
- Direct traffic approaching the Tunnel or within the Tunnel regarding emergency situations/ work crews
- Help to guide emergency vehicles into the Tunnel
- Provide and/or assist with vehicle recovery as directed
- Direct commercial vehicles to Customs inspection booths
- Ensure that vehicles leaving Ammex Duty Free parking areas proceed directly into the Tunnel
- Activate directional signs, set out or remove traffic cones and barriers as needed.
- Direct and assist vehicles with turnarounds (including those with only cash refusing to pay tolls electronically)
- Notify supervisor of intended lane closure prior to closing any lane

Customer Service:

- Assist customers (including processing credit cards or transponders, answering questions, directing, etc.)
- Keep unauthorized persons out of restricted areas
- Stop pedestrian traffic from walking through toll lanes, across the Plaza, or into Ammex Duty Free areas
- Properly respond to the alarm systems and follow truck clearing procedure. When the alarm is activated, reset alarm
- Enforce Tunnel access restrictions, by prohibiting trucks from entering the Tunnel that violate length, height, axle spread, or weight regulations; and assist drivers in exiting Detroit Plaza property safely
- Refer drivers to DWT Customer Service, regarding any toll account inquiries
- Notify supervisor of accidents, toll gate and alarm malfunctions, and maintenance repairs needed
- Assist CBP with persons/vehicles that are refused entry to the US
- Verify that automatic toll equipment is fully functional, and toll lanes are open

Safety & Security:

- Maintain safe working environment by complying with Company procedures, rules, and regulations
- Notify supervisor of accidents/incidents on the Detroit Plaza property or in the Tunnel
- Assist with accident/incident response on the Detroit Plaza property or in the Tunnel
- Complete accident/incident reports for physical injury to people or property damage to equipment or facility
- Handle, or assist with, the retrieval of disabled vehicles in the Tunnel and on Company property
- Assist in handling Tunnel emergencies under the direction of the Ops Shift Supervisor
- Assist emergency responders at accident scenes, as directed
- Notify supervisor of hazardous/flammable materials, placards on trucks, and unsafe truck or vehicle loads
- All other duties as assigned

Facilities Upkeep

- Maintain the cleanliness of Detroit Plaza
- Sanitize common areas and frequently touched surfaces
- Perform basic clean-up tasks and all general custodial duties
- Sweep up the Detroit Plaza grounds
- Pick up debris and trash on the property, including removal of debris, trash, bottles, etc.
- Maintain the cleanliness of all the booths
- Ensure lights are working; replace bulbs as needed
- Snow removal: shovel snow, plow snow, and spread salt
- Notify supervisor when supplies are needed
- Notify supervisor of any equipment malfunctions