



POSITION ANNOUNCEMENT
ON BOARD SERVICE – TICKET COLLECTORS

Job Description: This entry level opportunity is for persons who truly enjoy customer service, have strong mental math skills, and possess either mechanical or leadership skills. Collectors ensure that the South Shore Line’s passengers are properly greeted, pay correct fares, and arrive at their destination safely. Specific tasks include assistance to passengers when boarding or alighting from coaches, help with luggage and packages, answering passenger questions, collecting proper fares, handling passenger emergencies, remitting NICTD funds collected from passengers, and coordinating with the conductor and engineer in the safe operation of the train. During their career, collectors must accept promotion as directed by management to service as a conductor or engineer. Locations and assignments are determined by seniority. Persons should expect to work weekends, nights, holidays, relief assignments, and without choice of location. Some positions also require being “on call” for twenty-four (24) hour periods. Must be willing to start and end job at either Michigan City or Hammond, Indiana.

Minimum Educational & Age Requirements: High school or GED equivalent; college degrees or experience preferred but not required. Twenty-one (21) years of age.

Other Requirements:

- (1) Must be in good physical health to fulfill the essential functions of the position, with or without reasonable accommodations, to include all tasks associated with train operations and passenger assistance (loading, unloading, and baggage handling). Offers of employment are contingent on a post-offer physical examination with drug and alcohol screening. Persons hired are subject to further drug and alcohol testing, including random testing, pursuant to federal regulations and NICTD policy.

- (2) Must be able to maintain a pleasant demeanor at all times when working with the public – including skills for tactfully managing difficult passengers or stressful situations. Must be comfortable working in a uniform and maintaining a neat and groomed appearance at all times.
- (3) Must be able to pass conductor or engineer licensing requirements, rules examinations, and all other requirements of the training programs for collector, conductor, and engineer assignments.
- (4) Must be able to read, write, and communicate clearly and fluently so as to understand and follow the General Code of Operating Rules, communicate essential operational and safety information, and pass periodic rule/safety/technical examinations.
- (5) Mechanical aptitude, good physical strength and endurance, good interpersonal skills when interacting with supervisors, fellow employees, and passengers. **For this round of hiring, NICTD is particularly interested in hearing from persons who have experience operating and troubleshooting heavy outdoor equipment such as trucks, tractors, and other large vehicles.**
- (6) Ability to count and make change without the use of a calculator for amounts up to and including One Hundred Dollars (\$100.00). Must be able to balance cash on hand with sales receipts issued to passengers.
- (7) Flexible about unexpected changes in work assignments or priorities.
- (8) Ability to start and end work in Hammond (starting 2025) or Michigan City, Indiana, based on seniority and needs of the service. Not all travel time is paid time.
- (9) Valid motor vehicle license in good standing as well as reliable transportation to and from Hammond (starting 2025) or Michigan City, Indiana.
- (10) If applying from another railroad, must have an employment record in good standing with the previously employing railroad.

Medical Guidance: Candidates must be willing to take a weekly COVID-19 screening test unless exempted by their physician. Candidates who have proof of vaccination from COVID-19 receive priority in the interview process.

Salary and Benefits: Wages start at \$20.45/hr and increase 5% per year until maximum rate of \$27.26 is reached. Promoted employees will earn up to \$30.84/hr as conductors and \$31.19/hr as engineers. Benefits include pensions, ticket sale commissions, tuition reimbursement, medical care, dental care, and life insurance.

Environmental Conditions: Work is on board trains with periods of time inside the coaches and outdoors in all weather conditions and at all times throughout the day or night. Many positions are

“split shift” – meaning that work starts early in the morning and ends later in the evening with time off duty during the mid-day time period. Assignments presently begin and end in Michigan City, Indiana. Some assignments will start in Hammond, Indiana, in 2025. Work is done on significantly uneven surfaces and may require work on snow or ice covered ground during winter. Levels of activity vary from moderate to intense. Stressful situations may occur. Exposure to heat, humidity, cold, rain, sleet, snow, and wind is common.

Experience Relevant To Position (preferred but not required to apply): Customer service handling cash, resolving difficult interpersonal situations, or public speaking on own; municipal patrol officer law enforcement; heavy equipment operation; railroad mechanical or operating experience, successful work with varying shifts or night shifts; prior licensing for positions in the truck, airline, or rail industry; outdoor or varying shifts in military service involving working or building trust with other persons; work assignments involving interaction with the public on a daily basis – especially in circumstances where the public is tired, potentially confused, or not in the best frame of mind.

Prior Railroad Experience: Candidates with prior railroad experience must be able to show proof of good standing with their prior railroad employer(s) to be considered for an interview. A copy of a furlough notice or a reference letter from the railroad is acceptable evidence of good standing.

How To Apply: All applicants must apply on line at www.mysouthshoreline.com. Individuals can use any computer with internet service – including computers at public libraries or employment agencies:

- 1) Go to the NICTD website home page at www.mysouthshoreline.com
- 2) Hover on the phrase “About” and then click on “Job Opportunities”
- 3) Within the “Job Opportunities” page is a link to the collector application.
- 4) Follow and complete **all of the requirements** within the link to be considered for the position. You are encouraged to upload a resume and/or cover letter along with your completed application. **Applicants who do not complete all tests will not be considered.**

IMPORTANT NOTE – READ THIS: If you have previously applied on line, you must **FIRST** contact Ms. Winn at shelly.winn@nictd.com or (219) 874-4221 ext. 253 to re-set your on-line record to accept a second application. Applicants must complete the on-line application form (with or without optional (but encouraged) submission of resume) and questionnaire. This is a rolling application process; apply early for best consideration. NICTD does not accept requests for interviews or faxed/mailed/hand delivered resumes. Submission of an application or resume does not guarantee an interview.

THE SOUTH SHORE LINE IS AN EQUAL OPPORTUNITY EMPLOYER