

**Company: NOLAN Security & Investigations, LLC.**

**Position:** Fare Inspector - (IndyGo bus rapid transit)

**SALARY:** up to \$15/hour + Free public transportation

**WORK SCHEDULE:** Full- and part-time positions are available. Applicants must be able to work a flexible schedule, including days, nights, weekends and holidays.

**LOCATION:** Indianapolis, IN

**JOB DESCRIPTION:**

The fare inspector serves as an IndyGo customer service ambassador with the focus on assuring customer compliance with the IndyGo fare policy.

**EXAMPLES OF DUTIES:**

1. Maintain the integrity of the fare system and provide excellent customer service by upholding IndyGo policy pertaining to fare inspections and other issues in a consistent, non-discriminatory manner.
2. Conduct proof of payment on IndyGo buses and station platforms to determine that customers have valid fares.
3. Conduct oneself in an appropriate manner as a representative of NOLAN Security and IndyGo. Always uses sound judgment, work safely on the job, respects co-workers and assures the quality of services to all customers both internally and externally.
4. Assist and inform the public on using the transportation system educating them on the use of IndyGo fare media, including the fare policy and how to use the ticket vending machines.
5. Issue infraction citations to passengers not holding a valid ticket or pass in accordance with the state's transit fare policy.
6. Operate communications and safety equipment, such as two-way radios, other electronic equipment, computers and handheld fare verification equipment.
7. Attend in-service training, seminars or other opportunities for professional development as made available by NOLAN and IndyGo. Actively participate in staff meetings, trainings, etc.
8. Has thorough working knowledge of agency policies and procedures.

**QUALIFICATIONS:**

1. Ability to report on-time in the proper uniform to work a flexible schedule, including days, nights, weekends and holidays.
2. Minimum possession of a High School Diploma or equivalent.
3. Must pass background check, inclusive of drug and alcohol testing.
4. Valid driver's license and ability to be insured on equipment.
5. Ability to communicate effectively, both orally and in writing.
6. Ability to report events and activities in a factually clear and concise manner.
7. Strong personal and problem-solving skills with the ability to be informative, patient, tactful, diplomatic, respectful, unbiased and ethical.

8. Ability to stand and walk for extensive periods of time (possibly eight hours or more in a day) carrying work-related tools and equipment on moving vehicles, on uneven terrain and unstable surfaces; running short distances; climbing stairs; lifting and bending.
9. Occasionally work in inclement weather and conducting face-to-face communication with members of the public.

**Apply at [nolansecurity.net](http://nolansecurity.net)**