

GREATER NEW ORLEANS EXPRESSWAY COMMISSION

JOB DESCRIPTION

TOLL COLLECTOR - NORTH TOLL PLAZA

SUMMARY:

The Toll Collector is responsible for performing a variety of tasks required in the operation of the Greater New Orleans Expressway Commission (“GNOEC”) toll facility, including receiving and disbursing monies, balancing cash drawer, recording toll information, and monitoring access to the Causeway bridge.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform all duties and responsibilities in a competent, timely and professional manner.

- Collect monies and make change
- Assess tolls when the system malfunctions
- Account for monies received on paperwork and deposit funds at the end of each shift. (If toll collector is short any funds, the shortage will be held from their paycheck.)
- Input data into Tolling Equipment on a daily basis.
- Respond to emergency situations occurring in the operation of a toll booth
- Assist in moving traffic through the toll lanes
- Keep toll equipment clear of obstacles to avoid misreads of toll fares.
- Operate a two-way radio and telephone communication station in toll booth to summon law enforcement officers or supervisory assistance and to receive instructions
- Maintain traffic surveillance during traffic backups.
- Report accidents or incidents to proper authorities
- Prepare reports concerning incidents that occur during shift as required.

EDUCATION AND EXPERIENCE

High School Diploma/GED and/or 2 years of experience in basic cash handling.

KNOWLEDGE, SKILLS AND ABILITIES:

Language Skills

Ability to write routine reports and correspondence that conform to the GNOEC’s prescribed style and format. Ability to communicate tactfully with general public and to exchange information with agency and non-agency personnel.

Mathematical Skills

Ability to work with mathematical concepts normal and usual to general business applications. Ability to apply concepts such as fractions, decimals, rate, ratios, and percentages.

Computer Skills

Ability to operate personal computers with an average level of proficiency.

Reasoning Skills

Ability to read, analyze and interpret a variety of reports furnished in written, oral, or schedule form such as policy and procedure manuals and safety rules. Ability to define problems and make rapid decisions.

Physical Skills

To successfully perform the essential functions of this job, the following physical demands are representative of those that must be met. The employee is regularly required to sit and/or stand; reach with hands and arms; use hands to finger, handle, push and/or pull objects or controls; and lift and/or move objects weighing up to 10 pounds. The employee is occasionally required to walk; and rarely required to lift and/or move up to 20 pounds. The employee must have the ability to speak and hear; and taste or smell; to observe objects peripherally and at close and far distances; to adjust focus; to detect color and depth; and to be alert at all times. While this position does not require climbing, the employee must step up from street onto curb to access the toll booth.

Other Skills and Abilities

Ability to work under sometimes stressful conditions. Ability to deal with the public and co-workers in a courteous and tactful manner and to establish and maintain effective working relationships with others. Ability to communicate effectively and respond to common and/or unusual inquiries from commuters. Ability to organize and maintain accurate records.

SPECIAL REQUIREMENTS:

The employee must be willing to work weekends, holidays, and hours other than on regular shifts and in all types of weather. The employee must be available for 24-hour call; and must possess a telephone in residence to receive emergency messages. The employee must have the ability to complete an initial on-the-job training program and six-month probationary period; and to pass a pre-employment physical, drug screen and background check. The employee must possess a valid Louisiana State driver's license. The employee must have the ability to perform the repetitive tasks of taking tolls, making change and giving receipts.

WORKING CONDITIONS:

Work is performed in noisy places. Work exposes employee to conditions such as fumes, noxious odors, dusts, mists and gases. Work exposes employee to possible bodily injury from moving vehicles. Work is frequently performed outdoors in hot, cold or inclement weather. Safety vests are required in the toll area.

This description lists the essential functions and requirements of the job and is not all-inclusive. Employee may be expected to perform job-related duties other than those contained in this document.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.