

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

| CLASSIFICATION TITLE | DISTRICT/DIVISION/OFFICE | |
|-----------------------------|---------------------------------|------------------|
| Toll Captain | 04 - Toll Collection | |
| WORKING TITLE | POSITION NUMBER | EFFECTIVE |
| Toll Captain | 1698-XXX-904-XXX | June, 2014 |

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work regularly and on time; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL JOB ASSIGNMENT

Under the general direction of the Toll Services Manager, the incumbent is responsible for all toll collection activities on a State-owned toll bridge or bridges.

TYPICAL DUTIES

The incumbent has the following responsibilities:

- 35% - E Directs, oversees and reviews all Toll Lieutenant's, Toll Sergeant's and Toll Collector's work, evaluates staff's performance and recommends/initiates corrective action; oversees the Toll Collection Janitorial operation.
- 25% - E Reviews correspondence and reports on all facets of toll collection activities for assigned bridge(s). Prepares reports; prepares replies to customer complaints for review by the Toll Services Manager. Establishes master working schedules.
- 10% - E Reviews surveillance activities to ensure State funds are properly handled. Incumbent is responsible for State-owned change fund at an assigned bridge and is responsible for review and audit of State funds; approves time sheets.
- 10% - E Recommends Adverse Action and takes disciplinary action as necessary for all toll collection employees.
- 5% - E Participates in meetings; makes recommendations on initiation of new toll collection projects. Enforces safety and policy procedures.
- 15% - M Personally instructs or assigns an instructor to maintain established toll collection standards. Conducts random inspections of facility.

SUPERVISION EXERCISED OVER OTHERS

The incumbent directly supervises five or six Toll Lieutenants, and provides indirect supervision over a group of Toll Sergeants and Toll Collectors on a bridge or bridges. In the absence of the Toll Services Manager, the incumbent may be required to assume some of the duties of that position. The incumbent supervises an Office Assistant or Office Technician. May direct the work of a Custodian Supervisor II and a group of custodians as required to maintain the cleanliness of their facilities

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The duties of the position require the ability to analyze problems involving the toll collection staff and operation. The incumbent must be able to adopt an effective course of action to resolve the problems.

The incumbent needs a thorough knowledge of toll assessing and collecting problems as well as procedures, State laws, rules and regulations pertaining to toll bridges. Incumbent must also possess a thorough knowledge of the principles and techniques of personnel management and administration. Prior job experience as an effective lower-level toll supervisor in the Toll Sergeant and Lieutenant classes is essential in preparing the incumbent to assume the increased responsibilities of the position. The incumbent needs the ability to prepare effective written reports, correspondence and evaluations covering the toll collection operation. Employee must have a working knowledge of word processing, spreadsheets and computers.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

Errors in decisions by the incumbent may result in problems ranging from those with minor impact on operations to those far reaching consequences. Inter-departmental cooperation may be adversely affected as well as relationships with the motoring public. Personal errors in judgment may result in a labor relations grievance.

Errors in judgement may result in damage to property or personal injury. Errors made regarding toll lane staffing could result in considerable traffic delays or unnecessary expenditures.

PUBLIC AND INTERNAL CONTACTS

The incumbent has extensive internal contacts with other State organizations such as interfacing with heads of maintenance, electrical and construction branches. Internal contacts also include assigned personnel and the Toll Services Manager. Public contacts are quite extensive. They include dealing with the most difficult problems and answering inquiries from the public by phone, orally or in writing. Incumbent also deals with the California Highway Patrol and other agencies, as necessary.

WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial lighting. Employees may also be required to work outdoors under varying levels of noise and extreme climatic conditions and at times, under artificial lighting.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employees may be sitting using a keyboard and video display or standing for long periods of time. They must have the ability to navigate stairways, tunnels, toll lanes and various roadway surfaces.

The incumbent must be able to deal tactfully with public agencies and State Departments under various conditions and to deal effectively with irate motorists and disgruntled employees. Possess self-confidence and work well under pressure while carrying out a multitude of various tasks.

The incumbent must have the ability to work different/rotating shifts, and is required to respond to emergency callouts before and after normal working hours including weekends and holidays. May be required to work on short notice.

I have read and understand the duties listed above and can perform them with/without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE

DATE

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

SUPERVISOR

DATE