

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Toll Collector	04/Maintenance/Toll Collection	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Toll Collector	904-xxx-1707-901	11/01/2013

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under general supervision of a Toll Sergeant or Toll Lieutenant, the incumbent assesses, collects, and registers toll accounts for State funds and performs other toll collection functions. Incumbent will be required to qualify for a fidelity bond. New hires are subject to fingerprinting and must successfully pass a Department of Justice background check.

TYPICAL DUTIES:

Percentage		Job Description
80%	E	Assesses, collects, registers tolls in the form of cash, tickets and charges, and maintains a working change fund.
5%	E	Directs traffic and gives information to the public regarding carpool, FasTrak, other toll services, including point of interest and driving directions.
5%	E	Enforces special rules regarding toll collection and safety of bridge traffic and property.
5%	E	Prepares written reports, takes complaints and advises supervisor of such, and may act as first responder to hazardous materials and other emergencies. Prepares toll collections for deposit.
5%	M	Attends meetings and mandatory training, assists with training for lesser experienced Toll Collectors, may cover for supervisors during temporary absences.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

This is a non-supervisory position. May be required to assist with training other toll collectors and also may work at Sergeant's Desk on a limited basis.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent needs an aptitude for math, record keeping, and calculating skills, making change and handling transactions rapidly and accurately. Prior experience in handling money under pressure and the ability to concentrate accurately on a routine procedure. The ability to operate coin and currency counting equipment to count collections, accurately register tolls and have a working knowledge of computers is highly desirable. The incumbent should be familiar with points of interest, main roads and areas within the general vicinity of the bridge assignment.

Incumbent should possess the ability to communicate effectively with supervisors, co-workers and the motoring public. Have the ability to communicate verbally and in writing with legible handwriting and correct spelling. Must be able to prepare accurate and complete reports.

Possess the ability to deal tactfully with the public under difficult conditions and work effectively under pressure. The ability to analyze situations in toll lanes and take effective action when dealing with the motoring public.

Incumbent will be required to qualify for a fidelity bond. New hires are subject to fingerprinting and must successfully pass a Department of Justice background check including medical examination.

ADA Notice

For individuals with sensory disabilities, this document is available in alternate formats. For information, call (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in decisions by the incumbent could result in problems ranging from the incorrect toll assessment for a particular vehicle to serious public relations problems. A Toll Collector may handle as many as 3,000 vehicles per day; therefore, the potential for a wide range of problems is always present. Errors in judgment could also result in damage to property or possible personal injury. Discourteous treatment of the public could result in poor public relations.

PUBLIC AND INTERNAL CONTACTS

Internal contacts are usually minimal and limited to contacts with regular supervisory channels. The incumbent may be used to instruct new toll collectors or to work at the Toll Sergeant's Desk as necessary.

Public contact is considerable and usually involves giving directions to motorists as well as answering questions about toll assessment and bridge regulations or enforcing those regulations while maintaining a safe flow of traffic

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be able to deal tactfully/effectively with the public under difficult conditions and work effectively under pressure. Will be required to stand, twist body and reach for long periods of time using a touch pad terminal in a confined space. Must be alert at all times while working in traffic. Must be able to lift and move up to 35 lbs in the form of bags of coins.

The incumbent must have the ability to work different/rotating shifts, weekends, holidays, may be on call on an emergency basis, and may be required to work on short notice.

WORK ENVIRONMENT

Employees are required to work outdoors, will be exposed to vehicle exhaust and varying levels of noise and extreme weather conditions. At times will work under artificial lighting. Must have the ability to navigate stairways, tunnels, toll lanes and various roadway surfaces.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your 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 (Print)

EMPLOYEE (Signature)

DATE

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

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE