

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Toll Lieutenant	OFFICE BRANCH/SECTION 04/Maintenance/Toll Collection	
WORKING TITLE Toll Lieutenant	POSITION NUMBER 904-xxx-1701-xxx	EFFECTIVE DATE July 2012

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 direction of Toll Captain the incumbent has charge of and is responsible for the toll collection activities during an assigned shift on a major State-operated toll bridge. Incumbent could be assigned to any shift at appropriate bridge

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
50%	Serves as shift supervisor at an assigned bridge, which include is not limited to planning and assigning work, training personnel, and assisting employees as necessary. Observation and supervision of all assigned personnel in the toll lanes and at the Toll Sergeant's desk to ensure safety and traffic flow is not interrupted. Determines staffing requirements based on traffic condition.
	Evaluates employee's performance and prepares performance reports. Submit time for assigned collectors in TOPSS. Conducts specialized training and counseling sessions for new employees. Takes disciplinary actions and recommends adverse actions as necessary.
	May serve as Toll Sergeant during emergencies and relieves Bridge Lieutenant as needed at assigned bridge. Deals with the most difficult problems and adjusts complaints of the general public.
35%	Enforces toll collection policies and procedures. Oversees or performs the preparation of cash and tickets for pick up by courier. Assists in preparing monthly reports, such as ticket books reports ("S" pass and possibly "US" Pass), toll collector accuracy reports, P.I. Usage Reports and traffic reports.
15%	Maintains an inventory of supplies and equipment; is responsible for maintaining equipment in good working condition and keeping toll plazas and toll booths neat and orderly; acts as a peace officer as occasion requires; prepares reports and correspondence. Makes sure that safety meetings are held and that all safety procedures are followed.

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

The incumbent has supervisory responsibility for a group of Toll Collectors and one or more Toll Sergeants on an assigned shift. This position may have supervisory responsibility for all toll collection activities at a small bridge. In the absence of the Toll Captain, the incumbent may be required to assume some of the duties of that position

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

This position requires thorough knowledge in the preparation of toll collection masterwork schedules and extensive toll

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POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

collection surveillance experience and the ability to effectively analyze toll collection registration records for security purposes. Also requires a good working knowledge of toll assessing and collecting problems as well as procedures, State laws, rules and regulations pertaining to toll bridges. Must have the ability to make sound recommendations regarding the most effective movement of traffic through the toll lanes.

Incumbent must be familiar with the principles of effective supervision. Because of the large amount of accurate record keeping involved together with the payroll responsibilities, the incumbent must have demonstrated an ability to perform similar duties accurately and have an understanding of how time is entered in TOPSS. Extensive job experience as an effective Toll Sergeant is essential in better recognizing toll collection problems and their solutions. Must possess good writing skills and a working knowledge of Microsoft Office, particularly Excel and Word.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Errors in decisions by the incumbent could result in problems ranging from those with minor impact on the operation to those with serious and far-reaching consequences. Interdepartmental cooperation could be adversely affected as well as relations with the motoring public. A serious error in personal judgment or decision making could result in the following:

- Possible loss of State revenue.
 - An employee relation's grievance.
 - Adverse relations with the public.
 - Damage to property or possible injury to persons.
- Errors made regarding toll lane staffing could result in considerable traffic delay.

PUBLIC AND INTERNAL CONTACTS

This position has extensive internal contacts with other State departments such as coordinating maintenance, electrical, construction work in the toll lanes and accounting activities at the administration building and at District Offices, as well as Headquarters in Sacramento. Internal contacts can also include extensive interface with assigned toll collectors, with higher level supervisors, assists electricians and accounting in register and collection problems/adjustments. Public contact includes answering telephone inquiries, analyzing complaints and adjusting them when necessary. Incumbent also deals with the California Highway Patrol and other public agencies as necessary.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent must be able to deal tactfully/effectively with the public under difficult 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, weekends, holidays, will be on call, on an emergency basis and may be required to work on short notice.

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.

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)

POSITION DUTY STATEMENT

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

SUPERVISOR (Print)

SUPERVISOR (Signature)	DATE
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