

**Duty Statement: Toll Lieutenant**

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

<b>CLASSIFICATION TITLE</b> Toll Lieutenant	<b>DISTRICT/DIVISION/OFFICE</b> 04/Maintenance/Toll Collection	
<b>WORKING TITLE</b> Toll Lieutenant	<b>POSITION NUMBER</b> 904-xxx-1701	<b>EFFECTIVE</b>

**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 as scheduled; 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 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:** Responsibilities include but not limited to the following:

**Percentage**

Essential (E)/Marginal (M)<sup>1</sup>

**Job Description**

50 % E

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.

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<sup>1</sup> ESSENTIAL 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

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- 35 % E 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% M 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.

### ***SUPERVISION 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 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.

### ***CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS***

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.

