

Toll Captain

California State Personnel Board Specification

- **Schematic Code:** CS20
- **Class Code:** 1698
- **Established:** 06/11/1936
- **Revised:** 01/09/1959
- **Title Changed:** --

Definition

Under general direction, to have charge of and be responsible for the toll collection activities on a major State-operated toll bridge; and to do other related work.

Typical Tasks

Directs and is responsible for the toll collection activities on a major bridge; plans and establishes master working schedules; assigns or directs the assignment of the toll collection staff to their stations and directs and instructs them in their duties; evaluates staff performance and takes or recommends appropriate action; reviews reports covering all phases of the work of the toll collection staff and advises on policies and procedures; personally instructs or assigns an instructor, as required, to maintain established toll collection standards; enforces toll collection policies and procedures; deals with the most difficult problems and adjusts complaints of the general public; acts as a peace officer as occasion requires; prepares reports and correspondence.

Minimum Qualifications

Two years of experience performing the duties of a Toll Lieutenant in the California state service.

Knowledge and Abilities

Knowledge of: A toll collection system and ability to plan, direct and maintain such a system for a State-operated bridge or combination of bridges; State laws, rules, and regulations pertaining to toll bridges; principles and techniques of personnel management; Department's Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to: Direct the work of and train a large staff on a multiple shift operation; analyze situations accurately and adopt an effective course of action; prepare reports and dictate correspondence; effectively contribute to the department's affirmative action objectives.

Updated 6/3/2012