

**POSITION DUTY STATEMENT**

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Toll Sergeant	OFFICE/BRANCH/SECTION 04/Maintenance/Toll Collection	
WORKING TITLE Toll Sergeant	POSITION NUMBER 904-xx-1704-xxx	EFFECTIVE DATE 08/01/2013

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 the general direction of a Toll Lieutenant and with guidance from the Toll Captain, the incumbent is responsible for a special phase of toll collection activities and supervises a group of Toll Collectors, or the monitoring/review of the toll registration activities of all assigned Toll Collectors and other operational duties.

**TYPICAL DUTIES:**

Percentage		Job Description
Essential (E)/Marginal (M) <sup>1</sup>		
40%	E	The incumbent supervises a group of Toll Collectors. In the absence of higher level supervision, the incumbent may have to assume Toll Lieutenant duties. Assists or prepares performance reports depending on bridge assignment, for assigned toll collectors. Operates and controls an intercom system to toll lanes directing traffic, communicating with toll collectors and patrons and directing toll lane operations. Prepares and maintains a computer generated daily log of events.
20%	E	Answers toll collector/patron questions regarding proper toll assessment/vehicle classification, registration procedures and State laws relating to toll bridges. Maintains records of collector generated violations, turn-around vehicles and wide load vehicles. Make refunds to patrons and issues change to collectors as needed.
15%	E	Conducts random audits, is involved in surveillance activities. Prepares cash and tickets for pick-up by armored car service
15%	M	Counsels and retrain employees. Instructs or re-instructs new Toll Collectors in their duties. Assists the Toll Lieutenant in the registration of bag numbers used by collectors for their daily collection drops and the submittal of collectors' time in TOPSS.
10%	M	Adjusts patron and employee complaints. Answers phones and forwards calls to other offices with Administration building. Assists with toll collection in the lanes during emergencies.

<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.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

The incumbent supervises a group of Toll Collectors. In the absence of higher level supervision, the incumbent may have to assume Toll Lieutenant duties. Assists or prepares performance reports depending on bridge assignment, for assigned toll collectors.

**KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS**

The duties of the position require the ability to deal with difficult toll assessment problems and adjust complaints made by the motoring public. The incumbent must also have the ability to make sound recommendations regarding the most effective movement of traffic through the toll lanes.

The incumbent needs a working knowledge of toll assessing and collecting procedures and problems, State laws, rules and regulations pertaining to toll bridges. Incumbent must also be familiar with principles of effective supervision. Extensive job experience as a toll collector is also desirable in that it would assist the incumbent 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.

**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.

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PM-0924 (REV 7/2014)

**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 judgement 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. Internal contacts can also include extensive interface with assigned toll collectors and with higher level supervisors. Public contact includes answering telephone inquiries, analyzing complaints and adjusting them when necessary. Incumbent also deals with the local police agencies, the California Highway Patrol and other public agencies as necessary.

**PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS**

Employees may be sitting using a keyboard and video display for long periods of time. Incumbents may be required to move large or cumbersome bags and boxes weighing up to 100 lbs., from one location to another. They must have the ability to navigate stairways, tunnels, toll lanes and various roadway surfaces.

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.

I have read, understand and can perform the duties listed above. If you believe you may require reasonable accommodation, please discuss this with a hiring supervisor.

**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)

EMPLOYEE (Signature)

DATE

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

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE

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