




POSITION DESCRIPTION

TITLE: Toll Collector REPORTS TO: Toll Plaza Supervisor		EEO CODE: <input type="checkbox"/> Officials and Admin. <input type="checkbox"/> Executives <input type="checkbox"/> Management <input type="checkbox"/> Supervisors		<input type="checkbox"/> Professionals <input checked="" type="checkbox"/> Toll Collector (4720) <input type="checkbox"/> Protective Services <input type="checkbox"/> Paraprofessionals	
GRADE: 02T	EFFECTIVE: 02/21/2019	APPROVED:	 Local 194 Non-Exempt		

POSITION OBJECTIVE:

Works under the direction of a Toll Plaza Supervisor or Tolls Department Manager fulfilling the duties and responsibilities as outlined in the Toll Collector Manual, in order that toll revenue is accurately collected and properly secured.

RESPONSIBILITIES:

1. Performs and is responsible for classifying vehicles, processing transactions and accurately collecting tolls from patrons.
2. Performs and is responsible for properly securing collected and assigned funds.
3. Performs and is responsible for maintaining good public relations with patrons of the New Jersey Turnpike Authority.
4. Performs and is responsible for maintaining a working knowledge of the current toll collection operating procedures.
5. Performs and is responsible for the proper care and maintenance of assigned property owned by the New Jersey Turnpike Authority.
6. Performs and is responsible for adequate notification to the proper location where lateness or absence will occur.
7. In addition, in an emergency, a Toll Collector should exercise his own best judgement in handling situations which might arise for which no procedure is prescribed.
8. Will direct all patron complaints to his/her supervisor where assigned, or directly to the Authority.
9. See manual for other interpersonal functions.

This is not intended to be an exhaustive list of all responsibilities, duties, skills, or requirements for the job. Management reserves the right to require that other or different tasks be performed as assigned.

RESPONSIBILITY FOR RELATIONSHIPS:

Establishes and maintains cooperative working relationships with all employees of the Authority. Represents the Authority in a positive, professional, and confidential manner in dealings with external agencies, contractors, and all other individuals. Maintains professional demeanor even in high stress emergency and weather situations.

MINIMUM QUALIFICATIONS:

1. High school diploma or GED.
2. Must pass pre-screening testing
3. Must possess a valid NJ Driver's License.
4. Must possess a reliable means of transportation.

PHYSICAL REQUIRMENTS:

Must be able to enter, exit and circumambulate toll booth and toll plaza vicinity quickly and safely due to continuous flow of traffic. Must be able to lift tickets, money, or supplies weighing 10 pounds or greater. Must be able to stand for long periods in one position and walk up and down two flights of stairs. Must be able to work in confined spaces of 7'8" long, 3'8" wide. Must possess visual acuity of 20/50 in one or both eyes (with or without glasses). Must have adequate hearing (better than 71 decibels in the better ear, average 500,1000,2000 Hz).