Lead Toll Collector

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**DUTIES**  Leads toll operations of a designated shift on the Dulles Toll Road (TR). Depending on shift serves as the leader of (a) Toll Collections at the Main Toll Plaza or (b) Toll Collections at the Ramp Plaza toll booths. Receives de-briefing from outgoing Lead Toll Collector(s) when reporting in and provides de-briefing to incoming Lead Toll Collector(s) before going off shift.

Lead work includes:
- giving Toll Collectors their assignments,
- confirming sufficient Toll Collectors on duty,
- ensuring that Toll Collectors follow established policies and procedures and all safety and security rules are followed,
- reporting infractions by Toll Collectors to the Contracting Officer's Technical Representative (COTR), and
- ensuring that the Daily Log is complete and accurate.

--Prepares and adjusts toll collection schedules in collaboration with other shift leaders and the TR supervisors ensuring that the Main Toll Plaza and the Ramp Plaza toll booths are sufficiently staffed at all times.

--Maintains contact with TR Control Room. Coordinates with the Toll Collector Supervisors, the Toll Collector Group Supervisor, the Manager, Operations, Technology and Maintenance Division, or the Manager, Toll Road Operations Department, as appropriate, to respond to incidents and accidents. Assists in clearing lanes for emergency responders during incidents and accidents.

--Inspects duty area(s) for cleanliness, hazards, proper lighting and preservation of security.

--Verifies that lanes are properly configured at all times to enable proper vehicle classification, accurate revenue collection, and logging on and off of duty assignments.

--Investigates equipment malfunctions and reports problems to the TR Control Room. Closes down malfunctioning lanes in the event that violation rate is at or below industry standard for operation.

--Renders assistance to TR users, as appropriate. Receives concerns and complaints from TR customers; answers questions and raises concerns or complaints to appropriate level of TR management, as necessary.

--Uses such equipment as two-way radio and computer to communicate and complete work documentation, using proper telephone or radio communication procedures, including tone of voice, message construction, terminology and transmission style.
--Drives vehicle to/from toll booths to observe Toll Collector work in progress and ensure that Toll Collectors have the cash required, etc. Performs operator maintenance on the vehicle used.

--Attends in-service, mandatory, basic, advanced and/or specialized training to maintain currency and proficiency or learn new job-related information and skills.

--*Performs other duties as assigned.*

*Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.*

**MINIMUM QUALIFICATIONS (MQs)**

To be rated qualified for this job, an applicant must meet both of the MQs listed below at the time of vacancy announcement closure.

1. A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.

2. A combination of post high school education, experience and training that (a) totals three years and (b) provides a general, preparatory foundation for successful performance of the DUTIES in this job description, to include experience coordinating work of others.

**PREFERRED QUALIFICATIONS**

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rated qualified for this job.

1. Experience demonstrating the ability to lead or coordinate the work of others (such as the ability to deploy personnel, monitor work operations, and obtain effective results).

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)**

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of Dulles Toll Road (TR) toll collection facilities, including toll booths and toll lanes, and toll collection operations, including cash handling procedures, to inspect toll collection facilities and ensure their adequacy for the shift, monitor cash handling by Toll Collectors, answer inquiries or complaints of users, and perform related functions.
2. Knowledge of and skill in proper radio communications terminology, practices, and procedures, and knowledge of the TR, its exits, and the adjacent geography, altogether to communicate effectively and give directions/direct personnel to a specific location.

3. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in planning Toll Collectors’ schedules and assignments, in reporting routine and non-routine work, in analyzing work to identify options for improving productivity and controlling costs, in enforcing all safety and security rules, in ensuring that Toll Collectors follow established policies and procedures, in verifying that lanes are properly configured at all times, in investigating equipment malfunctions and reporting findings to the TR Control Room, and in ensuring completeness and accuracy of Daily Log entries.

4. Interpersonal skills to interact with others in a businesslike, customer service-oriented manner. This includes dealing with TR commuters who may have complaints or be less than cooperative, maintaining emotional self-control with complainants and during peak periods, emergencies, and other situations, and show decisiveness during events such as cash discrepancies and coin counting equipment or vault malfunctions.

5. Skill in oral communication to understand verbal information (including instructions and descriptions) and to express such information verbally so that others will understand. This includes ability to encourage effective oral communication by others, such as Toll Collectors on shift, to exchange information on work processes and other considerations essential to effective planning, scheduling, and reporting collections of tolls and operations for shift.

6. Skill in using a computer and office software for scheduling, communicating (email), document creation (word processing), and other applications, including data entry into spreadsheets and department specific databases of items needing repair and maintenance and data entry into the Airports Authority’s ERP system of individual expense reports/items.

7. Knowledge of, and skill in applying, safety rules and procedures and ability to lead others in working safely.

8. Skill in written communication to understand written information (including instructions and descriptions) and to express such information in writing so that others will understand. Examples include reviewing and preparing a variety of brief work documents including accident reports, incident reports, violation reports, and traffic activity reports and related documentation, and reading TR updates.

9. Ability and willingness to work rotating shifts and comply with hold-over and recall requirements.
RESPONSIBILITY Serves as a Lead Toll Collector of the TR ensuring that all toll collection policies and procedures are followed during assigned shift within the TR area assigned. The work directly affects the effectiveness and efficiency of TR operations during the assigned shift and the overall operations of the TR including the surety of cash handling.

Reports to a Toll Collector Supervisor. Performs all regularly recurring work independently, consistent with guidelines and in coordination with other Lead Toll Collectors (fellow shift leaders), especially regarding shift planning and shift change procedures. The work is subject to observation in progress and post shift audit to ensure it is being performed consistent with guidelines and otherwise is satisfactory. The supervisor reviews work in terms of quality, quantity, timeliness, customer service and other factors, including performance management system goals and measures.

Guidelines include but are not limited to established toll collection operational and cash handling policies and procedures, including potential for audit and electronic monitoring, vehicle/equipment manuals for operators, and special instructions. The incumbent selects and applies the appropriate guide, or refers the issue to the supervisor, as appropriate.

EFFORT Moderate physical effort is required. Stands or stays in one position while performing some work, such as observing toll collection in progress, or moves from one lane or location to another to perform other work, such as to assist a motorist or clear a lane. Bends, stoops, kneels or otherwise positions self to access stacks of coins and use equipment. Lifts, carries, otherwise transports or moves objects weighing about 25 pounds and up to 40 pounds (such as weighted traffic cones). In driving, operates vehicle using judgment in consideration of weather, traffic and other factors. Communicates by telephone and two-way radio. Responds to beepers and alarms. Uses tone of voice and other speech characteristics to exchange information accurately and perform related functions. Reviews lists which may contain small print.

WORKING CONDITIONS Performs some work inside but regularly works outside in all types of weather, including adverse or inclement weather (rain, fog, snow, ice, cold and high heat/humidity) at the Main Toll Plaza, the Ramp Plaza toll booths, or on the Toll Road between toll booths, consistent with the assignment of the shift. Work involves driving during rain, snow, ice or fog, or in congested traffic. Is exposed to dirt/grease of cash and machines used, as well as hazards of moving traffic (and some distracted drivers) at the Main Toll Plaza and Ramp Plaza toll booths. Takes care, follows general and/or special safety precautions and wears protective gear such as safety vest, as required, and such other gear as latex gloves, as deemed appropriate.

OTHER SIGNIFICANT JOB ASPECTS Works a rotating shift that may include weekends and holidays, serving as one of two Lead Toll Collectors on duty - one dedicated during the shift to the Main Toll Plaza and the other to overseeing the Ramp Plaza toll booths all along the TR. Is subject to holdover and recall on a 24-hour basis for essential services, emergencies and other reasons, such as adverse weather.