

WEST VIRGINIA PARKWAYS

Toll Collector – Temporary Status

1. Title / Position – Toll Collector – Temporary Status

2. Essential Functions of the Job

Specific responsibilities include but are not limited to:

- Classify vehicles as stated in toll manual.
- Make change correctly.
- Meet toll collection standards as set in the manual.
- Fill out forms properly and accurately (deposit slips, money bag report, change fund report and etc.).
- Handle large amounts of money responsibly.
- Give directions accurately.
- Maintain a positive image of the Parkway Authority and the State of West Virginia.
- Perform duties of being a lane walker when required by a Plaza Supervisor/Foreman. Lane walker duties include; relieving lanes for breaks/lunches, assist with moving cones for lane changes, helping collectors count money during heavy traffic periods, and other standard toll collector duties.

Availability Requirements

- Must be able to work all shifts including but not limited to 7/3 day shift, 3/11 evening shift, 11/7 midnight shift, or any 8/10 hour split or relief shift.
- Must be available to work up to a scheduled 40 hour work week and may be required to work overtime in emergency situations.
- Must be available to work Sunday through Saturday during any given work week.

Physical Requirements

- Must be able to reach in all directions to collect money from patrons which will be driving all types of vehicles such as, reaching up for patrons in tractor trailers or down for small sports cars or extending out for someone who has not pulled close enough to the booth.
- Must be able to use the sit/stand position for long periods of time to maintain a healthy work environment and uphold the Parkways Authority's customer service policy requiring a minimum of using a sit/stand position while addressing the public.
- Must be able to descend and ascend stairways entering and exiting the toll roadway and toll building.
- Must be able to lift a minimum of 40 pounds and carry collected currency/change from lanes through tunnel (if necessary) to office and lift completed deposit into night depository.
- Other duties as assigned

3. Skills and Abilities

- Possess knowledge of the state highway system.
- Know location of scenic and recreational facilities (public and private), or the resources to determine such information.
- Effectively meet, greet and deal with the public (hello and thank-you on each transaction).
- Communicate clearly; orally and in writing.

4. Equipment

Must be able to operate the following equipment accurately and efficiently:

- Toll lane terminal / computer
- Adding machine
- Bill / Coin counter

5. Salary

- Hourly wage

6. Work Schedule

- Work week is determined on an as needed basis.
- Shift work.
- Subject to be on call, work weekends and holidays.

7. Place of Duty

- Barrier A, Barrier B and/or North Beckley when hired for the south end.
- Barrier C when hired for the north end.

8. Education / Experience (Must have following)

- High School Diploma or G.E.D.
- Experience as a cashier or similar experience preferred.

9. Special Requirements

- Pleasant personality.
- Neat and clean appearance.
- Abilities to withstand elements at times.
- Assist with moving traffic cones during center lane traffic change over.
- Background check.

10. Health

- Overall good health.