COMPENSATION ADMINISTRATOR
DEPARTMENT OF STATE CIVIL SERVICE
P.O. BOX 94111-CAPITOL STATION
BATON ROUGE, LA 70804-9444

POSITION DESCRIPTION APPROVAL

Form Est: 03/2015

Louisiana SCS State Civil Service

Department:	0700 - DOTD
Agency:	0276 - DOTD-Engineering & Operations
Position Number:	50469357

Allocation Action:	Affirmed
Official Allocation:	BRIDGE TOLL COLL OPER MGR
Job Code:	153190
Pay Level:	AS-610
Delegated:	No
Career Progression Group:	No
Master Job Description:	No
Effective Date:	03/15/2018
Position Audited:	No
Audit Date:	
Comments:	3-15-18: Agency contacted for additional information.

Log Number:	143215
Consultant:	KMJ
Supervisor:	HHH

Louisiana SCS State Civil Service

POSITION DESCRIPTION

Form Revision Date: 05/2016

COMPENSATION DIVISION
DEPARTMENT OF STATE CIVIL SERVICE
P.O. BOX 94111 – CAPITOL STATION
BATON ROUGE, LA 70804-9111
SCSPDS@la.gov

1 TYPE OF REQUEST

Check appropriate request boxes. If master job description, please attached master list of positions.

☒ UPDATE ☐ AGENCY APPEAL ☐ MASTER ____ # requested

☐ JOB CORRECTION ☐ 5.3 APPEAL ☐ CAREER PROGRESSION GROUP

☐ NEW POSITION

MAJOR AGENCY CODE & PERSONNEL AREA CODE	POSITION NUMBER
0700	50469357

CURRENT OFFICIAL JOB TITLE (IF POSITION IS IN A CPG, LIST CAP OF ALLOCATION)	CURRENT PAY LEVEL	CURRENT OFFICIAL JOB CODE
Bridge Toll Collector Operator Manager	AS-610	153190
REQUESTED OFFICIAL JOB TITLE	**REQUESTED PAY LEVEL**	**REQUESTED OFFICIAL JOB CODE**
Bridge Toll Collector Operator Manager	AS-610	153190

2 INFORMATION REQUIRED FOR NEW POSITION *FOR LA GOV HCM AGENCIES ONLY*

ORGANIZATIONAL UNIT NUMBER	COST CENTER NUMBER /FUND	WORK PARISH	PERSONNEL SUBAREA

EMPLOYEE GROUP (CHOOSE ONE) ☐ FT HOURLY ☐ FT SALARY ☐ PT HOURLY

EMPLOYEE SUBGROUP (CHOOSE ONE) ☐ NON-EXEMPT ☐ EXEMPT

3 GENERAL INFORMATION

EMPLOYEE'S NAME – LAST, FIRST	Employee Qualifies For Job	HUMAN RESOURCES CONTACT
Gomez, Angie	☒ Yes ☐ No	Lakesha Harris
AGENCY/DEPARTMENT – OFFICE – DIVISION		HUMAN RESOURCES TELEPHONE
DOTD/Tolling Operations/Leeville, LA/Section70/G001		(225) 935-0164
OFFICIAL TITLE OF SUPERVISOR	DIRECT SUPERVISOR'S POSITION NUMBER	HUMAN RESOURCES EMAIL
DOTD Program Director	225-379-1578	lakesha.harris@la.gov

4 COMPARATIVE POSITIONS

List positions that have similar or identical duties to this position.

INCUMBENT NAME	POSITION NUMBER	OFFICIAL JOB TITLE / AGENCY
Ashley Nichols	50443765	Bridge Toll Collector Supervisor

5 SUPERVISORY ELEMENTS

ORGANIZATIONAL CHART MUST BE ATTACHED

☒ DETERMINES WORK ASSIGNMENTS ☒ RECOMMENDS HIRING/PROMOTIONS ☒ TRAINS STAFF

☒ REVIEWS AND APPROVES WORK ☒ PREPARES & SIGNS PES RATING ☒ APPROVES LEAVE

14	NUMBER OF DIRECT SUBORDINATES

6 ATTACHMENTS

Check to indicate attachments.

☒ Organizational Chart (required) ☒ Duties / Responsibilities (required) ☐ Comments ☐ MJD Position Numbers ☐ Contracted Personnel Form

7 SIGNATURES

Sign and print below.

EMPLOYEE	DATE	☐ I certify that the information in this document is true and correct to the best of my knowledge. ☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.
DIRECT SUPERVISOR	DATE	☐ I certify that I agree with this document. ☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.
APPOINTING AUTHORITY (Required)	DATE 3-13-18	☒ I certify that I agree with this document. ☐ I certify that I have reviewed the position description. I disagree with a portion of the contents and have attached comments.
Scott Rundell / Director of Tolling operations PRINT NAME AND TITLE OF APPOINTING AUTHORITY		

8 JOB DUTIES AND RESPONSIBILITIES

Provide a brief statement describing the function of work or reason why the position exists. List duties indicating the percent of time spent for each area of responsibility. If applicable, describe any unusual physical demands and/or unavoidable hazards of the position. Attach additional pages if necessary.

PERCENTAGES MUST TOTAL 100% LIST DUTIES IN DECREASING ORDER OF IMPORTANCE / COMPLEXITY. THE NEED FOR SPECIAL LICENSE, POLICE COMMISSION, KNOWLEDGE OR TRAINING MUST BE INDICATED BELOW, IF APPLICABLE.

This position is to perform supervisory functions over toll collector personnel in section 70, Gang 001 and reports directly to the DOTD Program Director.

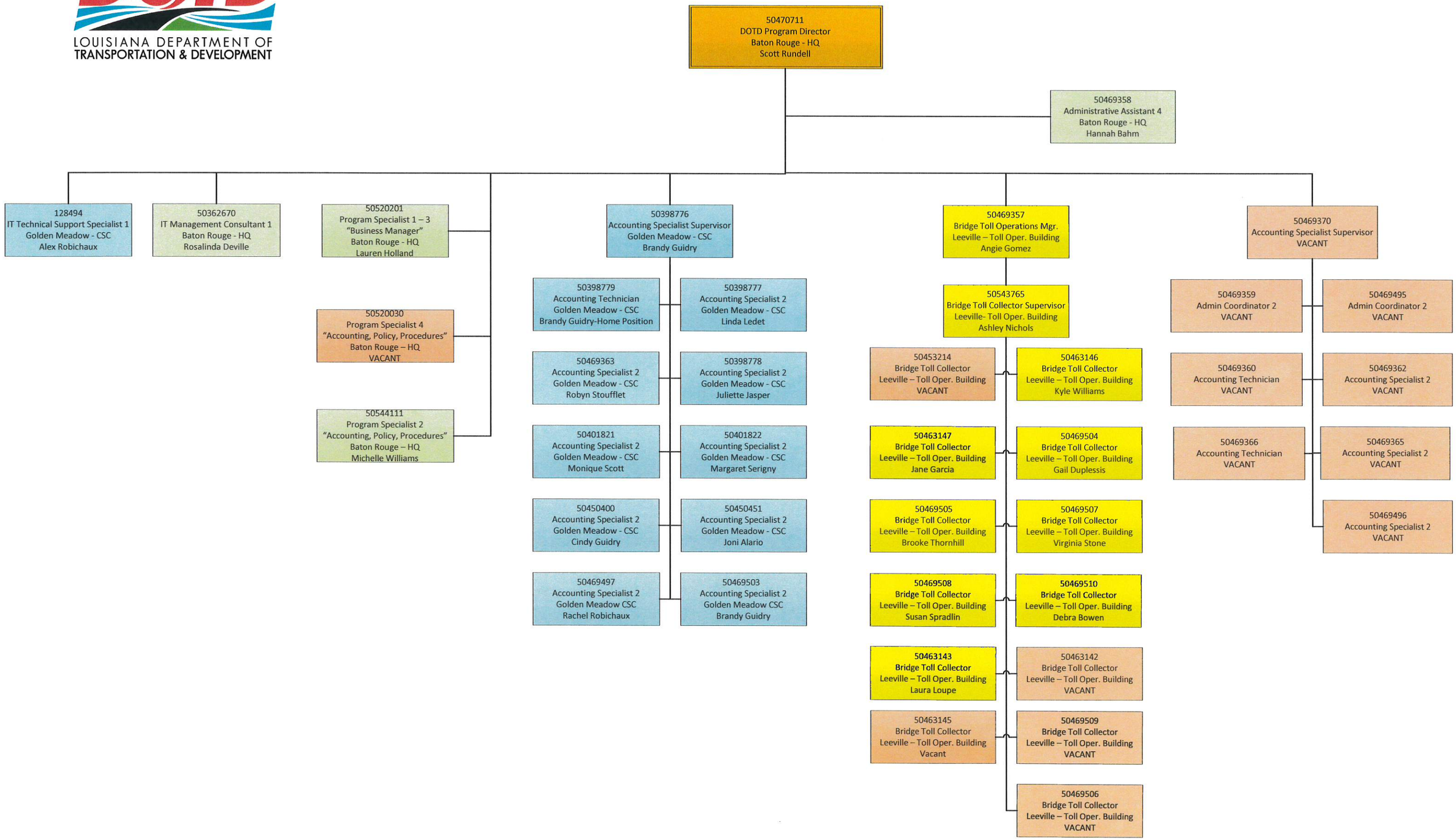
70% Directs, supervises, inspects, trains, staffs and reviews the work of Bridge Toll Collector Supervisor and Bridge Toll Collectors on a 24-hour basis, approves leave, and recommends disciplinary actions. Advises and assists Toll Collectors with all toll related issues. Prepares and reviews work schedules to ensure proper staffing in accordance with prevailing traffic volumes and conditions. Ensures payroll is appropriately performed for all employees within the unit. Reviews daily reports from Toll Collectors, and has access to Image Review for quality assurance. Conducts PES Evaluations and Planning's with employees. Prepares Inspects toll booths and workspace to insure toll collection and safety procedures are being followed. Ensures that adequate safety measures are being implemented and the toll facility is being properly maintained. Maintains inventory control over all supplies and equipment. Completes investigations regarding internal and external issues/complaints.

15% Classifies and registers class and axels of each vehicle passing through toll lanes. Collects appropriate, authorized tolls, making changes as required and in according with Instructions and provides receipts per customer's request. Conducts themselves in a friendly, professional manner through interaction with customers. Examines bills and coins received, to detect possible mutilated, counterfeit or foreign money received by customers and prepares report covering receipt of such money through error. Counts cash received and makes deposit slips for delivery to the appropriate Customer Services Center (CSC). Promptly reports all breakdowns of toll collection and traffic recording equipment directly to necessary personnel. Records information necessary to report short-change claims. Acts as a back up to Toll Collectors, and may be required to work in toll booth if needed.

10% Makes recommendations for formal disciplinary action within the Toll Collection Unit. Informs, supervises and counsel's subordinates regarding DOTD policies and procedures, Tolling Operations policies, procedures and business rules as well as the state of Louisiana Civil Service Rules. Conducts investigations of potential or reported fraudulent activities; promptly reports results/issues to the appropriate authority.

5% Directs the activities of Toll collectors in emergency or severe weather situations with assistance from the Director of Tolling. May be required to perform other duties as necessary including, but not limited to emergency/disaster support activities.

LOUISIANA DEPARTMENT OF TRANSPORTATION & DEVELOPMENT

Section 70/Gang 001

2/6/2018