



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

**POSITION DESCRIPTION:
SENIOR TOLL OPERATIONS SPECIALIST**

POSITION TITLE: Senior Toll Operations Specialist
REPORTS TO: Toll Operations Manager
SUPERVISES: N/A
FLSA EXEMPTION STATUS: Non-Exempt
LAST UPDATE: New

SUMMARY OF PURPOSE: Under broad supervision, the Senior Toll Operations Specialist directs, develops and manages efforts to reduce the overall number of toll violations through various efforts. Demonstrates a clear understanding of and creates an environment that exemplifies the basics of building customer loyalty. Measures business results and communicates same to senior management. Executes instructions, initiatives policies, and procedures as directed by senior management and clients. Collaborates with business unit leads to complete business objectives. Remote work is an option.

ESSENTIAL FUNCTIONS:

1. Develops and implements strategies designed to cost-effectively collect unpaid tolls and financial penalties from toll violators.
 - a. Leads and provides guidance to internal staff and external vendors on enforcement matters.
 - b. Monitors and reviews enforcement program performance.
 - c. Conducts program or project analyses and develops and recommends solutions/methods to increase productivity, maximize efficiency and streamline operations.
 - d. Reviews, and modifies as necessary, documents sent to persons determined to have toll violations.
 - e. Manages relationships with municipal, county, state and law enforcement agencies involved in toll violation collection or enforcement.
 - f. Develops process flows, operating procedures and metrics and assists with related communications.
2. Manages relationships and procedural compliance for court proceedings.
 - a. Ensures the generation, preparation, and distribution of evidence packages for court hearings and habitual violator hearings.
 - b. Interacts with various municipal and county attorney offices regarding case information.
 - c. Interacts with the county and state agencies as well as vendors for license plate suspension.
 - d. Responds to complex inquiries from violators to establish settlements and/or payment arrangements.
 - e. Represents the Mobility Authority as needed in Court settings.

3. Develops and implements strategies consistent with a desire to collect amounts due and payable to the Mobility Authority.
 - a. Assists in the development of collection strategies and initiatives with a focus on fairness to both the agency and public and applies them with consistency.
 - b. Assists with training employees to treat all persons encountering the Mobility Authority with courtesy and respect.
 - c. Interfaces with outside vendors and collection agencies.
 - d. Coordinates law enforcement support services.
4. Interacts with upper levels of management and submits status reports, budget information, recommendations, and problem alerts.
 - a. Analyzes data and report on key performance metrics.
 - b. Develops efficient plans/strategies and submits necessary background information to support these plans/strategies according to established standards and procedures.
 - c. Conducts meetings with vendors and/or management to exchange relevant information.
 - d. Confers with others to resolve problems quickly.
5. Consistently maintains a high quality, customer-focused orientation when conducting business and providing services or products to the public as well as other internal and external stakeholders.
 - a. Resolves complex customer disputes.
 - b. Treats customers with respect, courtesy, and tact; listens to customer and interacts with customer as a person while maintaining business relationships.
 - c. Communicates with customers and obtains all required information necessary to determine and address their specific needs; tactfully explains why service cannot be provided if applicable.
 - d. Develops working relationships with clients, third party vendors, and /or ancillary service providers and other internal parties to ensure seamless delivery on specific tasks, special projects and/or participant issues.
 - e. Serves as point of contact and liaison for agency staff, interoperable partners, legislative staff, and the public.
 - f. Provides clear, accurate information; explains procedures or materials or provides supplemental information; anticipates problems and questions.
6. Performs other duties as assigned by Management.

POSITION REQUIREMENTS:

1. Six years of experience in a customer account specialist / manager, paralegal / legal assistant role; OR 2 years of college plus 4 years of related experience.
2. Excellent written and verbal communication skills.
3. Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech.
4. Effective usage of English grammar, syntax, punctuation, and proofreading.
5. Skilled in organizing work, attending to detail, and taking direction.
6. Skilled in managing time effectively, prioritizing activities, and handling multiple tasks in a timely manner.
7. Proven skills in collaborating with internal and external resources.
8. High proficiency in MS Word, Outlook, Excel and Teams.
9. Bilingual written and verbal communication skills preferred but not required.
10. Knowledge of the tolling industry preferred but not required.

PHYSICAL/MENTAL REQUIREMENTS:

1. Uses personal computer approximately 6-7 hours per day.
2. Uses telephone and email to communicate with contractors, co-workers and others approximately 5-6 hours per day.
3. Works at a desk approximately 6-8 hours per day (hybrid – remote/in-office).

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform for the CTRMA other work duties not specifically listed herein.

Management reserves the right to modify, defer or rescind this position description at any time, with or without prior notice.

APPLICATION REQUIREMENTS:

To apply, please send a cover letter and resume to:

Central Texas Regional Mobility Authority
Attention: Dee Anne Vickery
3300 N IH-35, Suite 300
Austin, TX 78705
Fax: 512-996-9784
Email: dheath@ctrma.org

This position will remain open until filled.