



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

**POSITION DESCRIPTION:
Toll Operations Manager**

<u>POSITION TITLE:</u>	Toll Operations Manager
<u>REPORTS TO:</u>	Director of Operations
<u>SUPERVISES:</u>	Various positions
<u>FLSA EXEMPTION STATUS:</u>	Exempt
<u>LAST UPDATE:</u>	May 2022
<u>SALARY:</u>	Up to \$107,000 (salary is commensurate with experience)

SUMMARY OF PURPOSE: Responsible for the successful collection of the Mobility's Authority's toll revenues. Manage and oversee the customer service, collections and violation enforcement efforts. Demonstrate a clear understanding of and create an environment that exemplifies the basics of building customer loyalty. Direct vendor activities to meet agency objectives. Measure business results and communicates same to senior management. Collaborate with business unit leads to complete business objectives.

ESSENTIAL FUNCTIONS:

1. Oversee the agency's toll collection activities.
2. Reviews and monitors project work to ensure that progress is within expected guidelines and is completed on time and within budget.
3. Recommend collection strategies and initiatives with a focus on fairness to both the agency and public and applies them with consistency.
4. Prepare and update plans and budgets for the agency's toll collection and customer service business functions.
5. Assist in the establishment of policies, procedures and business rules with respect to revenue collection and back-office operations.
6. Provide input to the toll collection policy, including priority areas and objectives.
7. Monitor contractor performance to ensure adherence to agency standards and contractual requirements.
8. Establish and monitor key performance indicators; assess quality; makes recommendations for action and/or remediation, as appropriate.
9. Recommend personnel, policy and procedural changes and actions to facilitate the accomplishment of overall authority goals and objectives.
10. Participate in the development of procurement documents including business requirements and business rules.

11. Work collaboratively and effectively with key CTRMA stakeholders, including but not limited to customers, other tolling agencies, employees, contractors, the public and relevant state/local agencies.
12. Partner with interoperable stakeholders to identify and resolve operational, customer service, and specific customer issues/problems.
13. Assist other agencies in the establishment and introduction of their tolling operations.
14. Perform all activities related to management of staff including defining roles and responsibilities; setting goals and priorities; resolving differences; appraising performance; and developing and training staff.
15. Completes any other job-related duties as assigned.

POSITION REQUIREMENTS:

1. Bachelor's degree in business management or a minimum of six years of equivalent experience.
2. Previous experience in business analysis, contract management, policy and procedure development, and management of customer service functions.
3. Tolling experience is advantageous but not required.
4. Excellent analytical skills, strategic management, and project management skills.
5. Strong collaboration and communication skills.
6. Skilled in organizing work, attention to detail and taking direction.
7. Skilled in managing time effectively, prioritizing activities, and handling multiple tasks in a timely manner within a fast-paced environment.

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: dvickery@ctrma.org

This position will remain open until filled.