



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

POSITION DESCRIPTION: TOLL OPERATIONS SPECIALIST

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

SUMMARY OF PURPOSE: Under the broad supervision of the Toll Operations Manager, the Toll Operations Specialist provides support in the areas of customer care, toll collections, program management and violation enforcement. Resolves complex customer inquiries and requests for information related to agency tolling programs and/or operations. Demonstrates a clear understanding of and create an environment that exemplifies the basics of building customer loyalty.

ESSENTIAL FUNCTIONS:

1. Work closely with and under the guidance of the Lead Toll Operations Specialist.
2. Respond to extremely complex toll customer inquiries related to agency programs and/or operations in a professional and timely manner.
 - a. Receive and resolve transponder and violation inquiries.
 - b. Acknowledge and respond to customers in a courteous and professional manner.
 - c. Verify that suggested solutions effectively resolve customer questions or concerns.
3. Resolve customer inquiries in a timely manner.
 - a. Skillfully handle inquiries from the public received in person, by phone or by email.
 - b. Research and respond to customer disputes from interoperable partners.
 - c. Research complex disputes using customer documentation, statements and/or information from other sources.
 - d. Develop a logical resolution based on the findings of the research.
 - e. Develop and maintain a tracking system for all complaints/inquiries, identifying the nature of the complaint/inquiry, action dates and category of complaints.
4. Maintain databases supporting the Authority's toll enforcement programs.
 - a. Assist in the compilation of criminal court evidentiary information.
 - b. Prepare for and attend failure to pay toll and habitual violator hearings as needed.
 - c. Assists in the compilation of criminal court evidentiary information.
 - d. Perform quality review of documents prepared for criminal court proceedings to ensure accuracy and compliance to agency and court standards.
 - e. Issue sworn complaints at jurisdictional court offices for toll road violators.
 - f. Maintain the proper storage or retention of sensitive documents until archived according to agency guidelines.

- g. Maintain effective working relationships with court and contractor personnel.
- h. Prepare, publish, and distribute accurate summaries of enforcement initiatives.
- 5. Coordinate the Mobility Authority's special programs.
 - a. Administer the agency's qualified veteran and exempt vehicle database.
 - b. Assist eligible agencies and customers in resolving toll invoices and violations related to verified exempt vehicles.
 - c. Support the Mobility Authority's customer service provider in resolving inquiries, disputes and escalations related to exempt vehicles.
 - d. Prepare reports detailing special programs activity.
- 6. Maintain a consistent, high quality, customer-focused orientation when conducting business and providing services to internal and external stakeholders.
 - a. Treat customers with respect, courtesy, and tact; listen to and interact with customers as a person while maintaining business relationship.
 - b. Communicate with customers and obtains all required information necessary to determine and address their specific needs; tactfully explains why if service cannot be provided.
- 7. Assist in coordinating and scheduling meetings.
- 8. Participate with others in the development of initiatives as appropriate.
- 9. Perform other duties as requested or required, including supporting the agency's receptionist.

POSITION REQUIREMENTS:

- 1. Three (3) years of experience in a customer support role OR two (2) years of college plus three years of related experience.
- 2. Excellent written and verbal communication skills as well as a firm handle on dispute resolution and de-escalation techniques.
- 3. Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech.
- 4. Proven skills in organizing work, attending to detail and taking direction.
- 5. Proven skills in managing time effectively, prioritizing activities, and handling multiple tasks in a timely manner.
- 6. Skilled in collaborating with internal and external resources.
- 7. Proficient in Microsoft Word, Outlook, Excel and PowerPoint.
- 8. Knowledge of the tolling industry preferred but not required.
- 9. Bilingual 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 customers, contracted staff, agency partners and others approximately 5-6 hours per day.
- 3. Works at a desk approximately 6-8 hours per day.

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 résumé to:

Central Texas Regional Mobility Authority Attention: Mary

Temple

3300 N IH-35, Suite 300

Austin, TX 78705

Fax: 512-996-9784

Email: mtemple@ctrma.org

This position will remain open until filled.