



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

**POSITION DESCRIPTION:
TOLL OPERATIONS SPECIALIST / ADMINISTRATIVE ASSISTANT**

POSITION TITLE: Toll Operations Specialist / Administrative Assistant III
REPORTS TO: Toll Operations Manager
SUPERVISES: N/A
FLSA EXEMPTION STATUS: Non-Exempt
LAST UPDATE: July 2019

SUMMARY OF PURPOSE:

The Toll Operations Specialist provides general clerical and administrative support to the Toll Operations team in the areas of customer service, toll collection and violation enforcement. This is accomplished by answering the phone and taking messages, answering questions and providing assistance and information, processing requests for services, compiling data, reviewing information, preparing reports and assisting others. Other duties include completing related projects as assigned.

ESSENTIAL FUNCTIONS:

1. Skillfully handle inquiries from the public received in person, by phone or by email.
2. Research and respond to customer disputes from interoperable partners.
3. Refer complaints and requests to other staff when warranted.
4. Assist in the compilation of criminal court evidentiary information.
5. Perform quality review of documents prepared for criminal court proceedings to ensure accuracy and compliance to agency and court standards.
6. Maintain electronic and hard copy filing system for all criminal court related documents.
7. Issue sworn complaints at jurisdictional court offices for toll road violators.
8. Prepare reports regarding court activities and case resolution.
9. Administer the agency's exempt vehicle database.
10. Support the agency's special customer programs by answering inquiries, compiling data and preparing status reports
11. Prepare daily, weekly and monthly reports regarding toll collection performance.
12. Maintain effective working relationships with court and contractor personnel.
13. Support front-desk agency staff by greeting visitors, taking customer calls and preparing conference rooms as needed.
14. Assist in coordinating and scheduling meetings.
15. Perform other duties as requested or required.

POSITION REQUIREMENTS:

1. Bachelor Degree in related field or five (5) years of experience in an administrative/clerical role OR two (2) years of college plus three years of related experience is required.
2. Excellent written and verbal communication skills.
3. Previous call center experience.
4. Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech.
5. Proven skills in organizing work, attending to detail and taking direction.
6. Proven skills in managing time effectively, prioritizing activities, and handling multiple tasks in a timely manner.
7. Skilled in collaborating with internal and external resources.
8. Proficient in Microsoft Word, Outlook, Excel and PowerPoint.
9. Fluency in English is required.
10. Bilingual skills preferred but not required.
11. 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 customers, contracted staff, agency partners and others approximately 5-6 hours per day.
3. Work 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 resume 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.