

PORT OF HOOD RIVER
Position Description



JOB TITLE: TOLL COLLECTOR
WORKING TITLE: TOLL COLLECTOR
GENERAL EMPLOYEE • REGULAR • FULL OR PART TIME
WAGE RANGE: \$15.49 - \$24.33 PER HOUR
REVISED: 04/19/2022

DEPARTMENT:	SUPERVISED BY:	FLSA STATUS:
Toll Bridge	Office Manager	Non-Exempt

JOB SUMMARY:

The Toll Collector identifies and classifies vehicles according to the Port's vehicle classification system and by number of axles for trucks/trailers and collects the appropriate toll payment. The position requires good communication skills and the ability to interact with the general public, Port employees, Port contractors and vendors, public safety personnel, and marine/waterway users to provide Toll Bridge access and collection of toll revenue. The position requires work in a confined space (Toll Booth) that includes open windows and exposure to vehicle exhaust fumes and existing weather conditions. The Toll Collector position works under direct supervision of the Office Manager, with general supervision from the Deputy Executive Director and the Chief Financial Officer, with direct guidance from the Lead Toll Collector on duty.

ESSENTIAL DUTIES:

- Collection and Reconciliation of Toll Revenue: (Priority 1, Requires 80% of Time)
 - Identification and classification of vehicles and corresponding toll amounts.
 - Collection of proper toll in form of cash or tickets and return correct change when necessary.
 - Issue receipts when requested.
 - Record number of non-revenue crossings.

- Bridge Lift and Wide Load Request Processing: (Priority 3, Requires 2% of Time)
 - Receive, record, and report all requests for bridge lifts and wide load/oversize load crossings via telephone, marine radio, or in person at the Toll Booth.
 - Provide access to the bridge lift for Port electrical contractor conducting the bridge lift.
 - Assist in traffic control/lane closures for wide load/overweight load crossings.

- Public safety and Traffic Control: (Priority 2, Requires 3% of Time)
 - Report all unsafe conditions on the bridge crossing and approaches, including debris, stalled vehicles, accidents, unauthorized bicycle or pedestrian crossing, or other pertinent information to the Port office and/or proper public safety authorities.
 - Aid law enforcement by reporting drunk drivers and participating in Amber Alert or other alert situations received from law enforcements agencies (i.e. stolen vehicle alerts, threats, etc.)

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- Report all bridge maintenance issues observed to the Port office.
 - Report all Toll Booth safety and maintenance issues observed to the Port office.
 - Some traffic control as directed and detailed in the Toll Booth Operation Manual occasionally during freeway closures, snow events, or other emergency situations.
 - May provide parking enforcement at the Waterfront during the summer season.
- Employee Safety and Security duties: _____ (Priority 1 , Requires 15% of Time)
 - Ensure proper safety and security procedures and performed regarding Toll Booth access and lock-up.
 - Ensure proper security measures are followed in all aspects of cash handling, storage, and drop.
 - May provide parking enforcement procedures and use of parking enforcement tools at the Waterfront during the summer season.

NON-ESSENTIAL DUTIES:

- As assigned.

SUPERVISION:

The Toll Collector position works under direct supervision of the Office Manager, with general supervision from the Deputy Executive Director and the Chief Financial Officer, with direct guidance from the Lead Toll Collector on duty. The Chief Financial Officer provides the annual review. Guidance is communicated orally and/or in writing, including via the meeting minutes and memos from the Lead Toll Collectors' attendance at the Toll Booth Operations meetings. Results are reviewed for accuracy and to assure use of proper methods. In addition, there are opportunities to assist with Parking Enforcement at the Waterfront during the summer season.

SUPERVISORY RESPONSIBILITIES:

None. May be required to assist in training of new hires and/or other Port staff or volunteers on occasion.

MINIMUM QUALIFICATIONS:

- **Education:** Minimum high school diploma or equivalent.
- **Experience:** Prior experience handling money, making change quickly and accurately, and preparing cash reconciliation is required.
- **Approvals:** Must be bondable.
- **Certifications:** Possess and maintain a valid driver's license with good driving record.
- **Pass pre-employment background check.**

REQUIRED KNOWLEDGE, SKILLS, ABILITIES:

- Basic knowledge of cash handling and reconciliation procedures.
- Ability to provide excellent customer service in fast-paced, busy environment.

WORK ENVIRONMENT:

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Work is conducted in a confined booth with large windows that must be opened to receive toll/tickets. Therefore, work environment includes exposure to vehicle exhaust fumes, noise, and weather conditions. Toll Collectors are a front-line customer service position and must be adept at dealing with difficult or confrontational situations professionally.

PHYSICAL DEMANDS:

Requires strength and mobility for this setting. Work requires continuous turning, bending, and leaning to collect tolls as well as standing for extended periods of time. May require periods up to six hours walking the Waterfront for parking violations. Work frequently requires lifting objects weighing more than 50 pounds each. Corrected vision sufficient for use of computers.

RELATIONSHIP WITH OTHERS:

The Toll Collector has regular telephone or in-person contact with employees of other departments, contractors, and members of the general public to provide and exchange information. Contact typically involves submitting and monitoring Toll Booth and Bridge maintenance requests to the Maintenance Department; providing and clarifying information; and communicating Port policies and procedures. Communication is typically verbal, but some written communication may be required.

SUPERVISOR SIGNATURE _____

SUPERVISOR TITLE / DATE _____

EXECUTIVE DIRECTOR SIGNATURE / DATE _____

EMPLOYEE SIGNATURE _____

EMPLOYEE TITLE / DATE _____