

Job Class Code: 4553	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to assist with supervision of all toll collection activities. The class is responsible for monitoring activity of main toll plaza, auxiliary plazas, extended highway and administrative building and grounds. The class works according to set procedures under direct supervision.

TYPICAL TASKS	
<ul style="list-style-type: none"> Assists in preparing shift paperwork (lane assignments, accident reports, call-in log, supervisor pass down log, etc) as directed. Assists collectors with booth/equipment operation and cash deposit process. Maintains supervisor change fund as designated. Handles complaints and questions from the general public. Ensures equipment is functioning properly, alerting appropriate staff for repairs. Assists with new employee on-the-job training. Relieves toll collectors as necessary and performs any other related duties as required. Performs other related duties as assigned. 	

GENERAL STANDARDS	
Data Involvement	Computes or performs arithmetic operations using data or information. Utilizes computer programs and related equipment
Interpersonal/People Involvement	Serves internal and external customers, attends to their requests and exchanges information with them.
Reasoning Requirements	Performs semi-routine work, solving occasional problems.
Mathematical Requirements	Performs basic addition and subtraction, such as making change or measuring.
Language Requirements	Reads routine sentences, instructions, regulations, procedures, or work orders; writes routine sentences and completes routine job forms and incident reports, speaks in complete sentences using proper grammar.
Mental Requirements	Performs clerical and manual tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgment with obvious choices; requires normal attention for accurate results.
Decisions/Supervisory Control	Guides others, making occasional decisions affecting the individual, coworkers, and others who depend on the service or product. Responsible for routine operations in absence of the Toll Collection Supervisor on duty.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of six months of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driving license and a driving record in compliance with City driving standards.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

City of Chesapeake

Class Title: Toll Collection Assistant Supervisor

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.

Revised 04/16/2021