

Job Class Code: 4555	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to perform intermediate technical and administrative work overseeing the operations and security of toll revenue. The class is responsible for overseeing 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"> • Supervision of all toll collection activities. • Prepares and assigns work schedule to ensure efficient staffing of tollbooths. • Monitors traffic flow to determine adequate staffing of tollbooths. • Relieves toll collectors as necessary. • Manages the collections and daily shift audits of monies collected. • Ensures that equipment is functioning smoothly. • Handles complaints and questions from the general public. • Coordinates the on-the-job training of subordinates. • Performs other related duties as required. 	

GENERAL STANDARDS	
Data Involvement	Computes or performs arithmetic operations using data or information. Use money counting and adding machines.
Interpersonal/People Involvement	Serves others such as 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 routine 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 frequent decisions, affecting the individual, coworkers, and others who depend on the service or product.

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 one year of related, full-time equivalent experience. Supervisory experience is preferred.
Special Certifications and Licenses	Requires a valid driver's 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 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 individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but 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