

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. BRISREPEA10R

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

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| 2. Employee's Name (Last, First, M.I.) | 8. Department/Agency BRIDGE AUTHORITIES-INTERNATION |
| 3. Employee Identification Number | 9. Bureau (Institution, Board, or Commission) Highways |
| 4. Civil Service Position Code Description BRIDGE SERVICES REP-E | 10. Division International Bridge Administration |
| 5. Working Title (What the agency calls the position) Bridge Services Representative | 11. Section Operations |
| 6. Name and Position Code Description of Direct Supervisor SANDBERG, BRIAN C; BRIDGE SERVICES SUPERVISOR-1 | 12. Unit |
| 7. Name and Position Code Description of Second Level Supervisor CAPPELLI, FIORE S; BRIDGE SERVICES SUPERVISOR-2 | 13. Work Location (City and Address)/Hours of Work 9354 Bridge Plaza, Sault Ste. Marie, MI 49783 / Various Hours and Various Days including Holidays |

14. General Summary of Function/Purpose of Position

This position requires accurate classification of passenger and commercial vehicles, utilization of a point-of-sale terminal, collection of United States and Canadian currency, ability to make proper change and perform simple math calculations, and the balancing of collected revenue. This position must provide exceptional customer service, perform duties in an efficient and accurate capacity and requires the ability to problem solve and assist in the resolution of commuter concerns. Additionally, the position will need to be able to perform simple auditing functions of revenue collected by automated processes, assist with the issuance of toll fare media, and respond to customer service inquiries via in-person, phone, and email communications. Other duties include routine maintenance, technology maintenance, and providing toll operations assistance to maintenance, emergency and/or law enforcement personnel, as well as other duties as assigned. Acts as secondary operator of the Security Operations Center as deemed necessary by supervision depending upon current security level.

As a 24/7 operation, the position requires working various schedules which can include weekends and holidays as needed.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 65

Revenue Collection

Individual tasks related to the duty:

- Count float at the beginning and end of each shift.
- Classify a vehicle by passenger or commercial and enter the classification into the point-of-sale terminal.
- Classify and register prepaid transactions into the point-of-sale terminal.
- Make mathematical computations quickly and accurately.
- Receive the correct currency for the transaction and make change back to the customer and issues receipts.
- Balance funds collected in both U.S. and Canadian currency.
- Provide exceptional customer service.
- Work independently, efficiently, and accurately.
- Assist the traveling public with commuter concerns as needed.
- Trouble shoot technological interruptions and report unresolved complications.
- Operate hand-held radios and other equipment relating to toll operation.
- Monitor automated lanes to ensure availability.
- Assist commuters in automated lanes as necessary.

Duty 2

General Summary:

Percentage: 10

Transaction Auditing and Prepaid Account Customer Service

Individual tasks related to the duty:

- Assist customers with revenue collection inquiries.
- Assist customers with inquiries on toll fare policy and procedures.
- Monitor customer service inquiry methods - email communications, phone inquiries etc.
- Audit electronic and/or automated revenue transactions.
- Assist with the issuance of toll fare media.
- Utilize bridge policies and procedures to assist customers.
- Sell bridge revenue collection methods to customers.
- Assign bridge revenue collection methods to customer accounts.
- Make adjusted entries for incorrect electronic and/or automated revenue collections.
- Collect funds for prepaid accounts.

Duty 3

General Summary:

Percentage: 10

Maintenance

Individual tasks related to the duty:

- Report any damage to vehicles and property.
- Observe and report any emergency or unsafe bridge conditions.
- Maintain a log of unusual circumstances.
- Provide escort for over-width and overweight trucks.
- Provide escort services for passenger vehicles with phobias.
- Assist disabled vehicles on bridge and plaza by contacting necessary services.
- Direct emergency vehicles if present in the tolling operations area.
- Direct commercial traffic into remote parking areas when necessary.
- Set cones to assist with traffic direction.
- Turn on and off bridge lights and navigational aids.

Duty 4

| | |
|--|----------------------|
| General Summary: | Percentage: 5 |
| Training | |
| Individual tasks related to the duty: <ul style="list-style-type: none"> Complete assigned individual training courses. Participate in group training sessions. Participate in training new hire Bridge Service Representatives. Assist less experienced Bridge Service Representatives as necessary. | |

| | |
|---|----------------------|
| Duty 5 | |
| General Summary: | Percentage: 5 |
| Security Operations Center | |
| Individual tasks related to the duty: <ul style="list-style-type: none"> Must have operational knowledge of the security system and be capable of performing complex tasks, including but not limited to performing monthly system checks, and usage during a bridge-related emergency response. At a minimum, must have a working knowledge of system components and software for the control and usage of cameras, alarms, and sensing devices. Must be able to perform required system tasks and meet minimum requirements for the semi-annual system operational reviews. | |

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| Duty 6 | |
| General Summary: | Percentage: 5 |
| Other Duties | |
| Individual tasks related to the duty: <ul style="list-style-type: none"> Other duties as assigned. | |

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Notify supervisor:

- of unsafe or hazardous conditions on the bridge.
- when a placarded load needs an escort.
- oof driver's assistance.

17. Describe the types of decisions that require the supervisor's review.

When questions arise on unusual toll classifications; questions arise concerning other governmental agencies at the International Bridge such as opening and closing inspection booths.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Work requires remaining in a stationary position for extended periods of time and moving up to 50 lbs. Manual dexterity is needed to handle small objects, such as making change. Must be able to safely and effectively work in environments where motor vehicles are present, which may require awareness of surroundings and mobility. Ability to perceive and respond using devices such as radios, monitors, and telephones which is important for communication and safety. Environmental conditions may consist of exposure to inclement weather. Position may require availability outside normal working hours based on operational needs.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

This position requires accurate classification of passenger and commercial vehicles, utilization of a point-of-sale terminal, collection of United States and Canadian currency, ability to make proper change and perform simple math calculations, and the balancing of collected revenue. This position must provide exceptional customer service, perform duties in an efficient and accurate capacity and requires the ability to problem solve and assist in the resolution of commuter concerns. Additionally, the position will need to be able to perform simple auditing functions of revenue collected by automated processes, assist with the issuance of toll fare media, and respond to customer service inquiries via in-person, phone, and email communications. Other duties include routine maintenance, technology maintenance, and providing toll operations assistance to maintenance, emergency and/or law enforcement personnel, as well as other duties as assigned. Acts as secondary operator of the Security Operations Center as deemed necessary by supervision depending upon current security level.

As a 24/7 operation, the position requires working various schedules which can include weekends and holidays as needed.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

The International Bridge Administration and its facilities are a critical land border port of entry that facilitates the passage of commercial goods and wares as well as commuter traffic for personal transportation. This position is critical to the revenue collection and efficiency of our tolling operations; as well as maintaining an acceptable volume of processed traffic and reduced wait times.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Educational level typically acquired through completion of high school.

EXPERIENCE:

Bridge Services Representative 6

No specific type or amount is required.

Bridge Services Representative E7

One year of experience equivalent to a Bridge Services Representative 6.

Alternate Education and Experience

Bridge Services Representative E7

Completion of at least 8 semester hours (12 term) college credits in accounting, business, finance, mathematics, public administration, or statistics may be substituted for one year of experience as a Bridge Services Representative.

OR

Two years of experience in a customer service position with primary focus on processing financial transactions.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to:

- make mathematical computations quickly and accurately
- follow various forms of instruction and communications

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

- Possession of a valid driver's license is required.
- Possession of a valid Western Hemisphere Travel Initiative (WHTI) Document (e.g., Passport, Passport Card, NEXUS Card, WHTI approved state enhanced driver's license).
- Must be able to satisfy all border crossing requirements for both U.S. Customs and Canada Border Services Agency.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

JENNIFER HADDON

10/8/2025

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date