

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

Position Code

1. STATEWKRJ36R

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.

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 STATE WORKER	10. Division International Bridge
5. Working Title (What the agency calls the position) Tolls Collector	11. Section Bridges
6. Name and Position Code Description of Direct Supervisor WILSON, SIMON R; 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 934 Bridge Plaza, Sault Ste. Marie, MI 49783 / 24 Hour Operation (shifts may vary)

14. General Summary of Function/Purpose of Position

This position greets customers, collects tolls; assists drivers across the bridge; checks truck traffic to ensure compliance with bridge rules and regulations; assists in taking surveys, helps law enforcement agencies in locating sought vehicles, delivers emergency messages, and assists in distributing customer comment cards as necessary. This position also acts as secondary operator of 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 will 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: 80

Toll Collection

Individual tasks related to the duty:

- Count float at beginning and end of each shift, open and close the toll lane, greet customers, classify vehicles crossing the International Bridge and collect tolls from patrons in accordance with established toll rates. Issue receipts upon customer request. Accept debit cards as payment of tolls and log transactions. Assist and inform motorists of bridge conditions and other pertinent information.
- Accurately and consistently classify vehicles and collect proper toll in accordance with established toll rate.

Duty 2

General Summary:

Percentage: 10

Bridge Services and Property

Individual tasks related to the duty:

- Report all bridge, roadway and lighting situations, provide escorts for permitted, placarded and other loads requiring escort by bridge regulations, direct trucks crossing the bridge to ensure compliance with bridge regulations and state laws. Report violators and inform law enforcement agencies, report traffic and no-pay violators, report all adverse weather and road conditions, set up and escort high profile vehicles. Assist motorists, pedestrians, and bicyclists. Transport pedestrians and bicycles across the bridge. Provide miscellaneous escorts as directed by Tower Supervisor.

Duty 3

General Summary:

Percentage: 5

Security Operations

Individual tasks related to the duty:

- To 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 a working knowledge of system components and software, for the control and usage of cameras, alarms and sensing devices. Can perform required system tasks and meet minimum requirements for semi-annual system operational reviews.

Duty 4

General Summary:

Percentage: 5

Other related duties.

Individual tasks related to the duty:

- Assist in driving motorists across the bridge.
- Direct traffic.
- Distribute customer comment cards when appropriate.
- Assist various agencies in taking surveys and vehicle information.
- Assist local and state law enforcement agencies in locating sought vehicles and delivering emergency messages.
- Other related duties as directed by supervisor.

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

The price to charge each vehicle. Notifying the supervisor of hazardous conditions.

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

When guidelines, instructions, or directives are unclear.

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.

Remaining in a stationary position for prolonged periods of time in a confined area (toll booth). Working in the elements (weather), danger of being hit by erratic drivers, exposed to exhaust fumes from vehicles, and hazardous loads carried by trucks. 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):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> 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 greets customers, collects tolls; assists drivers across the bridge; checks truck traffic to ensure compliance with bridge rules and regulations; assists in taking surveys, helps law enforcement agencies in locating sought vehicles, delivers emergency messages, and assists in distributing customer comment cards as necessary. This position also acts as secondary operator of 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 will 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 supports bridge function by performing collection of tolls, patrolling of the bridge and property, overseeing that rules and regulations are maintained on the truck traffic crossing the International Bridge, and assist the Michigan State Police Motor Carrier Officer in weighing of trucks when requested.

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

EDUCATION:

No specific type or amount is required.

EXPERIENCE:

State Worker 4

No specific type or amount is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the rules and procedures:

- of patrolling and maintaining order on the bridge and in dealing with motorists.
- applying to collecting and accounting for tolls.

Skill in:

- money handling
- the operation of Windows Operating System

Ability to:

- work with the public
- calculate discounts and other mathematical calculations
- operate a motor vehicle.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

- Possession of a valid driver's license is required.
- Possession of a valid Western Hemisphere Travel Initiative (WHTI) Document.
- 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