

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-MACKINAC
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Executive
4. Civil Service Position Code Description BRIDGE SERVICES REP-E	10. Division Mackinac Bridge
5. Working Title (What the agency calls the position) Bridge Services Representative	11. Section Bridges
6. Name and Position Code Description of Direct Supervisor DITTA, TERESA L; BRIDGE SERVICES SUPERVISOR-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor BUBY, MICHAEL C; BRIDGE SERVICES SUPERVISOR-2	13. Work Location (City and Address)/Hours of Work N415, I-75, St. Ignace, MI 49781 / Hours may vary 24 hour operation
14. General Summary of Function/Purpose of Position Greet customers, collect tolls, check truck permits to ensure compliance with bridge rules and regulations, assist in taking surveys. Help law enforcement agencies in locating sought vehicles, deliver emergency messages to traveling public and monitor security cameras. This position requires possession of a valid driver's license to perform escorts over the bridge.	

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: 60**

Toll collection.

Individual tasks related to the duty:

- Greet customers, classify vehicles crossing the Mackinac Bridge and collect tolls from patrons in accordance with established fare rates.
- Apply deposits to commuter accounts.
- Issue receipts upon customer request.
- Discount Canadian currency.
- Assist and inform motorists of bridge conditions and other pertinent information.
- Monitor activity in proximity lanes and provide assistance as needed.
- Set up cones to direct traffic into lanes and keep lanes free from obstacles.
- Provides continuous customer service and work effectively in a high-volume work area and in situations of elevated stress an unusual occurrences.

Duty 2

General Summary: **Percentage: 20**

Security. This duty requires possession of a valid driver's license to perform escorts over the bridge.

Individual tasks related to the duty:

- Monitor security cameras on the bridge and adjacent properties to ensure security and public safety.
- Report all bridge, roadway and lighting systems that need attention.
- Provide escort for permitted, placarded and other loads required. Escort by bridge regulations as needed.
- Provide random security checks of bridge properties.

Duty 3

General Summary: **Percentage: 10**

Other related duties. This duty requires possession of a valid driver's license to perform escorts over the bridge.

Individual tasks related to the duty:

- Assist in driving motorists across the bridge.
- Direct traffic.
- Assist in training other Bridge Service Representatives.
- Other related duties as directed by supervisor/shift lead.
- Attend Mackinac Bridge Authority (MBA) scheduled trainings.
- Perform wind escorting duties as needed.
- Work and help with Labor Day Bridge Walk.

Duty 4

General Summary: **Percentage: 5**

Check truck traffic.

Individual tasks related to the duty:

- Inspect truck traffic by checking their gross vehicle weight, seeing if they are bridge certified, and if their load is placarded. Advise supervisor/shift lead of necessary information.
- Use the weight in motion scale system to monitor truck traffic and report weight alarms to the supervisor.

Duty 5

General Summary: **Percentage: 5**

Take surveys.

Individual tasks related to the duty:

- Assist various agencies in taking surveys, such as yearly deer count, emerald ash bore, livestock, etc. and vehicle information.
- Assist local and state law enforcement agencies in locating sought vehicles and delivering emergency messages to the traveling public.

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

- Notify the supervisor of unsafe or hazardous conditions on the bridge.
- Notify the supervisor when a placarded load needs an escort.
- Notify the supervisor of drivers' assistance.

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

- When guidelines are unclear, unavailable, or do not apply to the situation.
- Decisions concerning policy.

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.

- Remain stationary for long periods of time in a confined area (toll booth), reaching, bending, twisting and turning to receive fares daily.
- Work in inclement weather.
- Must be able to transport up to 35 lbs.
- Position may require availability outside normal working hours based on operational needs.
- This position requires possession of a valid driver's license to perform escorts over the bridge.

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?

Greet customers, collect tolls, check truck permits to ensure compliance with bridge rules and regulations, assist in taking surveys. Help law enforcement agencies in locating sought vehicles, deliver emergency messages to traveling public and monitor security cameras. This position requires possession of a valid driver's license to perform escorts over the bridge.

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?

Collection of tolls, overseeing that rules and regulations are maintained on the truck traffic crossing the Mackinac Bridge, and assist the supervisor in weighing of trucks when needed.

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

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

OR

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

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Handling and accounting for cash.
- Rules and procedures applying to collecting and accounting for tolls.

Ability to:

- Communicate effectively with public.
- Calculate discounts and other mathematical calculations and money handling skills.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

- Possession of a valid driver's license is required.

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.

CHRISTINA TIJERINA

8/21/2025

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