Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: BRISREPEA01R

Civil Service Class and Level: BRIDGE SERVICES REP-E

Working Title (What the agency calls the position): Bridge Services Representative

Name and Position Code Description of Direct Supervisor: TULO, AMANDA M; BRIDGE SERVICES SUPERVISOR-1

Department/Agency: TRANSPORTATION CENTRAL OFFICE

Bureau (Institution, Board, or Commission): Bureau of Bridges and Structures

Division: Blue Water Bridge

Section: Operations

Unit:

Work Location (City and Address)/Hours of Work: 1410 Elmwood, Port Huron, MI 48060 / Various hours & day including holidays & weekends

General Summary of Function/Purpose of Position: This position serves as a Bridge Services Representative at an international border crossing. This position is responsible for the accurate classification of passenger and commercial vehicles, utilizing a point-of-sale terminal, collection of United States and Canadian currency, making proper change and performing simple math calculations, and balancing of the collected revenue. This position must provide exceptional customer service, perform duties in an efficient and accurate capacity, and requires the ability to solve problems and assist in the resolution of commuter concerns. Additionally, the position performs the review of revenue collected by automated processes, assists with the issuance of toll fare media, and responds 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.
As a 24/7 operation, this position requires various schedules which can include days, afternoons, midnights, weekends, and holidays as needed.

This position is required to possess a valid driver's license to operate a Michigan Department of Transportation (MDOT) pickup truck to escort commercial vehicles or lost vehicles, check on broken down vehicles, transport trash to the dumpsters, etc.

Assigned duties and tasks for each duty.

Duty 1: Perform toll collections, providing exceptional customer service.
This duty requires possession of a valid driver's license to escort vehicles, check on broken down vehicles, etc.

- Classify a vehicle by passenger or commercial and number of axles 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.
- Balance funds collected in both United States and Canadian currency.
- Work independently, efficiently, and accurately.
- Assist the traveling public with commuter concerns as needed.
- Troubleshoot technological interruptions and report unresolved complications.
- Operate hand-held radios and other equipment relating to toll operations.
- Monitor automated lanes to ensure availability and assist commuters in automated lanes as necessary.

Duty 2: Transaction review and prepaid account customer service.

- 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.
- Review 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: Maintenance.
This duty requires possession of a valid driver's license to escort vehicles, check on broken down vehicles, transport trash to the dumpster, transport uniforms to the cleaners, etc.

- Report any damages to vehicles and property.
- Observe and report any emergency or unsafe bridge conditions.
- Maintain a log of unusual circumstances.
- Provide escorts for over width and overweight trucks.
- Contact repair services for commercial/passenger vehicles.
- Turn bridge lights and navigational aids on and off as needed.
- Empty trash and sweep floors daily.
- Clean counters and windows regularly.
- Clean and check fluid levels of vehicles assigned to Toll Operations weekly.
- Transport uniforms to cleaners as assigned.

Duty 4: Training.

- Complete assigned individual training courses.
- Participate in group training sessions.
- Participate in training new hire Bridge Services Representatives.
- Assist less experienced Bridge Service Representatives as necessary.

Duty 5: Other duties as assigned.

- Perform other duties as assigned.

Types of decisions made independently and whom or what those decisions affect: This position makes independent decisions regarding classifying vehicles and making proper change.

Types of decisions that require the supervisor's review: When questions arise on unusual toll classifications and when questions arise concerning other governmental agencies at the International Border such as opening and closing inspection booths.

Physical effort used to perform this job and environmental conditions of this position: Work requires extended periods of remaining in a stationary position and interacting with motorists to process transactions. Position works within close proximity of vehicles in heavy traffic. The ability to operate radio monitors and telephones is required. Environmental conditions may consist of exposure to inclement weather. This position is required to possess a valid driver's license. As a 24/7 operation, the position requires working various schedules which can include days, afternoons, midnights, weekends, and holidays as needed. Position may require availability outside normal working hours based on operational needs.

Names and classes and levels of employees whom this position immediately supervises:

The essential functions of this position: This position serves as a Bridge Services Representative at an international border crossing. This position is responsible for the accurate classification of passenger and commercial vehicles, utilizing a point-of-sale terminal, collection of United States and Canadian currency, making proper change and performing simple math calculations, and balancing of the collected revenue. This position must provide exceptional customer service, perform duties in an efficient and accurate capacity, and requires the ability to solve problems and assist in the resolution of commuter concerns. Additionally, the position performs the review of revenue collected by automated processes, assists with the issuance of toll fare media, and responds 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.
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The function of the position's work area and how it fits into that function: The Blue Water Bridge and its facilities is a critical international crossing. This position is responsible for the collection of tolls, weight classifications, and traffic control of the vehicles crossing to and from Canada.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

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:

- Proper customer relationship/customer service practices.
- Rules and procedures applied to collecting and accounting for revenue.
- Methods and procedures of patrolling and maintaining order on the bridge and in dealing with motorists.

- General auditing practices and account reconciliation.

Ability to:

- Continually provide positive customer service and work effectively in a high-volume work area and in situations of elevated stress and unusual occurrences.
- Learn, apply, and follow rules, regulations, policies, and procedures relative to the work.
- Understand and carry out written and oral instructions.
- Communicate with patrons, co-workers, and supervisors effectively and courteously.
- Maintain favorable public relations.
- Operate two-way radio communication devices.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of a valid driver's license is required and must maintain throughout employment in the position.
- Possession of a Western Hemisphere Travel Initiative (WHTI) Document (e.g., Passport, Passport Card, NEXUS Card, WHTI approved State enhanced Driver's License) within 90 days of the date of appointment to the position and must maintain throughout employment in the position.