

JOB DESCRIPTION

Benchmark Job #031

Ministry: Transportation and Highways
Branch: Toll Plaza, Nicola District Highways Office
Location: Merritt

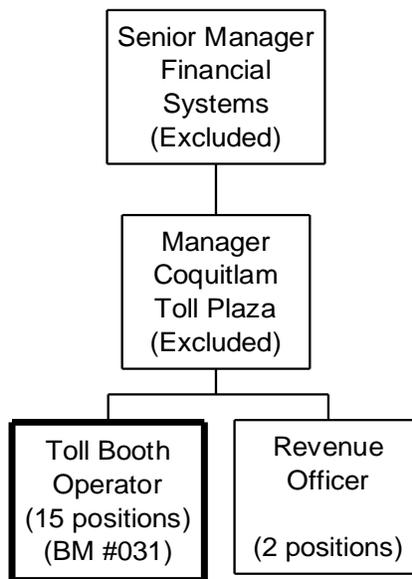
Working Title: **Toll Booth Operator**
Level: Range 9
Classification: Office Assistant

PRIMARY FUNCTION

To collect and record tolls in accordance with tariffs based on vehicle type, weight and number of axles.

JOB DUTIES AND TASKS

1. Collects and records tolls
 - a. determines and collects tolls according to tariff rates using cash, ticket or credit card
 - b. records vehicle type, toll amount and type of currency collected
 - c. issues receipts
 - d. checks credit cards on computer or by telephone
 - e. totals number of transactions for each shift
 - f. maintains log of problems and incidents during shift
 - g. converts money from American to Canadian currency
2. Performs cash deposit duties
 - a. reconciles cash register deposits and receipts and completes totals on a deposit sheet
 - b. reconciles discrepancies
 - c. enters totals into register, obtains printout and attaches signed void sheets to deposit slip
 - d. bags money, cheques, tickets and deposit slip and places in translogic tube for deposit in safe
 - e. maintains and accounts for float
3. Operates centre booth on a rotational basis
 - a. coordinates when deposits are to be done by other operators
 - b. converses by radio phone and telephone and passes on messages to toll booths
 - c. schedules what booth or direction operators will be in
 - d. coordinates operator breaks
4. Performs other related duties
 - a. contacts RCMP, ambulance, tow-trucks and road crews regarding hazards, accidents and activities
 - b. completes incident reports as required
 - c. directs traffic as required such as during emergencies
 - d. informs motorists of delays, closures, adverse weather, tourist information or tourist alerts and relays messages for travellers



REASON FOR CLASSIFICATION

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know several work tasks and how to do arithmetic to collect and balance tolls and reconcile shift collections.</p>	B	40
2	<p>MENTAL DEMANDS Judgement to select a known action in completing specific tasks to determine and collect appropriate tolls on the Coquihalla Highway, calculate exchange rate, apply to fare and reconcile discrepancies between receipts and deposits.</p>	B	40
3	<p>INTERPERSONAL COMMUNICATION SKILLS Tact required to exchange information related to toll booth duties and toll station and to answer general inquiries regarding highway conditions with travelling public and emergency services.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY Some coordination and dexterity required to operate cash register to collect tolls.</p>	B	10
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by set routines, makes minor changes in known job tasks to collect highway tolls, operate cash register, issue change and receipts and reconcile receipts.</p>	A	15
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to determine and collect appropriate tolls and balance amount.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Minimal responsibility to operate stable equipment such as credit card machine, radio telephone, cash register and adding machine.</p>	A	5

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to coordinate co-worker breaks on a rotational basis.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limit care and attention to call for emergency services and warn motorists of adverse weather.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently visually and by touch collect money and issue change.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently reach, stretch and bend to receive tolls from and give change to vehicle operators.	C	12
12	SURROUNDINGS Exposure to gas and exhaust fumes frequently while in toll booth.	C	6
13	HAZARDS Moderate exposure to hazards from frequently working in toll booth near moving traffic.	C	6

Total Points: 196

Level: Range 9