

Assistant Toll Plaza Supervisor

Toll Plazas 232/234

Ohio Turnpike - Mahoning County



The Ohio Turnpike & Infrastructure Commission is seeking an Assistant Toll Plaza Supervisor to work in our Toll Operations Department at an Eastern District Toll Interchange.

Qualified candidates must possess a High School Diploma or GED with a business background (e.g., college courses, seminars and/or business/management exposure). **External candidates will only be considered if possessing recent relevant Supervisory/Management experience as well as cash handling experience. Knowledge and prior field toll experience is preferable. Labor Management experience a plus.**

Additional Criteria for Consideration:

Internal Candidates:

1. No major discipline received in the previous two (2) years.
2. Good attendance record and evaluations, including tardiness.
3. Must consistently maintain a minimum accuracy rating (grades) of 85 percent.
4. Must be employed a minimum of two (2) years with the Commission.
5. Must demonstrate a good understanding of collective bargaining agreements.

Internal and External Candidates:

6. Must be able to successfully pass a field supervisor's test.
7. Must be proficient in MS Office (Outlook, Word, and Excel).
8. Must be able to quickly respond to toll plaza emergencies, including scheduling issues.

Duties Include:

Assists Toll Plaza Supervisor in the everyday operations of the toll plaza; assists Toll Plaza Supervisor with scheduling toll plaza personnel, overseeing staffed, electronic and automated toll collection and maintaining field employee records; addresses employee concerns; evaluates job performance of toll collector staff; orders necessary uniform items and toll plaza supplies; provides training of employees and the necessary daily instruction to maintain and/or improve employee performance; ensures that all procedures are followed pursuant to toll operations protocol; issues discipline to employees; follows collective bargaining agreement; in absence of Toll Plaza Supervisor, acts as Commission representative in departmental Step 1 grievances; responds to emergency situations involving the toll plaza, the staff and Ohio Turnpike customers (e.g., contacts maintenance personnel, requests emergency assistance from law enforcement officers and emergency medical assistance from local fire departments); assists in performing traffic control tasks which may include flagging traffic, maintaining traffic cones and barrels, and measuring vehicles to ensure that legal vehicle dimensions are not exceeded; may be required to work the toll lanes (e.g., during relief periods, circumstances requiring customer intervention, emergency situations); may be required to spread salt on sidewalks and/or assist with snow removal in inclement weather; performs any other duties as may be assigned by the Toll Plaza Supervisor.

Salary

Salary range for this position is \$65,560.30 - \$79,575.86 annually, commensurate with experience.

Unusual Working Conditions

Must be accessible 24 hours a day, 7 days a week. Must be able to meet the demands of an unpredictable field environment (e.g., responding to emergency situations; driving long distances; being able to lift or move at least 40 pounds; work varying schedules).

Note: Placement of the successful candidate will be determined based solely upon operational needs of the Commission. The candidate will be placed at any one of the posted interchanges in the Eastern District without preference considered.

Application Process

Those interested may obtain application materials at <https://www.ohioturnpike.org/about-us/careers>. Please forward your completed application, resume, cover letter and FCRA Authorization to the Human Resources Department via interoffice mail or U.S. mail to:

The Ohio Turnpike & Infrastructure Commission
Attn: Human Resources Manager
Advertisement Code: ATPS – TP 232/234
682 Prospect Street
Berea, Ohio 44017

Applications will be received until position is filled.

The Ohio Turnpike & Infrastructure Commission provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.