



# Division Service Plaza Manager - East

## The Ohio Turnpike and Infrastructure Commission

If you want to accelerate your career growth, you need to stop thinking about today. Instead, think year one and beyond. Bring your talents and goals to one of Northern Ohio's vital resources and make an impact on the future of transportation.

If you are interested, here's what we can offer you:

- Salary Range - \$54,338.44 - \$71,563.96
- Escalating longevity pay
- Excellent pension and health care benefits
- Generous paid vacation, sick and personal leaves
- Educational assistance and reimbursement

Main Job Tasks and Responsibilities:

- Direct oversight of eight (8) of the fourteen (14) Service Plazas in operation in the Eastern Division of the Ohio Turnpike; responsible for monitoring the training, development and performance of Service Plaza Managers and Assistant Service Plaza Managers while administering Turnpike policies and procedures; provide support for the six (6) Service Plazas in the Western Division and the Western Division Service Plaza Manager
- Maintain daily contact with the Service Plaza Operations Manager, Western Division Service Plaza Manager, Service Plaza Managers, Assistant Service Plaza Managers, Contractors and Operators regarding Service Plaza operations
- Inspect all aspects of Service Plaza operations, monitors facilities and proactively makes necessary adjustments; conducts off-hour inspections of Service Plazas and is on call 24 hours per day
- Primary field agent for contract compliance and enforcement; monitor contractor and operator financial and service performance; recommends contract extensions or re-bids; participate in technical evaluations of Request for Proposal's (RFP's)
- Responsible for managing staff schedules and payroll for Service Plaza Managers and Assistant Service Plaza Managers, adjusts hours based on seasonal volume and budgetary requirements; adjust and approves janitorial contract staffing levels and reviews monthly janitorial billing reports
- Conducts price surveys for fuel, food and retail items; conducts price survey audits for fuel pricing
- Develop and approve monthly meeting agendas and quarterly meetings with plaza staff and various vendors operating in the Service Plazas; monthly meter readings for all vending contracts; conduct monthly inspections of AED unit supplies and readiness, reports findings to Safety Services
- Performs any other duties as may be assigned by the Service Plaza Operations Manager

Minimum Qualifications and Work Characteristics:

- High School Diploma or GED and a valid State of Ohio driver's license
- Service Industry Quality Assurance or Quality Control Experience
- Prior Multi-unit/Multi-facility Divisional or Regional Management Experience
- Advanced Computer and Business Machine skills
- Knowledge of public relations and conflict resolution

- Knowledge of contracts, key performance indicators (KPI), contract management, compliance and enforcement
- Ability to interact effectively with various plaza and vendor staff to achieve desired results
- Extensive Travel along the Ohio Turnpike to the Service Plazas; must be able to work different shifts, weekends and holidays

Application Process:

Those interested may obtain a copy of the employment application [HERE](#). Individuals must print the application, fill out using a blue or black pen, and send it along with a cover letter and resume via U. S. mail to:

The Ohio Turnpike & Infrastructure Commission  
Attn: Director of Administration  
Human Resources Department  
Reference Code: DSPM-East  
682 Prospect Street  
Berea, Ohio 44017

**Applications due by Wednesday, August 23, 2017 at 5:00 p.m.**

The Ohio Turnpike and Infrastructure Commission is an *Equal Opportunity Employer*