

# Lead Assistant Service Plaza Manager

## Ohio Turnpike and Infrastructure Commission

### Blue Heron & Wyandot Service Plazas – Genoa, Ohio

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The Ohio Turnpike & Infrastructure Commission is seeking a Part-Time Lead Assistant Service Plaza Manager to work in our Service Plaza Operations Department at the Blue Heron and Wyandot Service Plazas in Genoa, OH. Please consider bringing your experience, talents, and goals to one of Northern Ohio's vital resources and join the future of transportation.

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

- Salary range from \$19.16-23.29 per hour
- Excellent pension
- Stability

#### **Minimum Requirements:**

- High School Diploma or GED
- Valid Driver's License with auto insurance
- Computer and office proficiency
- Public relations and conflict resolution
- Supervisory principles / techniques
- Good communications skills
- Customer service, hospitality, retail, security, business administration, marketing, facility, or operations management experience preferred
- Work independently with no continuous supervision
- Stand for long periods of time
- Lift 40 pounds occasionally, and the ability to navigate outside perimeter

#### **Hours of Work and Job Duties:**

- Part-Time position acting in lead managerial role in the absence of the Service Plaza Manager
- Must be able to work varying day, afternoon and evening shifts, Sunday through Saturday and be available to routinely work weekends and holidays
- Assist Service Plaza Manager with drafting employee scheduling, viewing reports and monitoring vendor service standards, conducting quarterly Security Access Card inventory, emergency phone and AED inspections and first aid supply inventory
- Inspect service plaza for cleanliness
- Assist in price surveys on plaza operators
- Collect and document lost and found
- Maintain work order/maintenance log; reports coordinates repairs with OTIC maintenance department
- Report all accidents and injuries and complete required reports
- Assist patrons with directions, questions, problems, and complaints
- Maintain literature in information center

- Any other duties assigned by the Service Plaza Manager and/or Division Service Plaza Manager

**Work Location:**

The Wyandot (eastbound) and Blue Heron (westbound) Service Plazas are located at the 76.9 milepost on the Ohio Turnpike in Genoa, Ohio.

**Application Process:**

Background checks will be conducted on all selected applicants and include, but are not limited to, driving record, criminal record, and employment history. A drug test and pre-employment physical are required as a part of the selection 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 email to [lisa.zamiska@ohioturnpike.org](mailto:lisa.zamiska@ohioturnpike.org) or via U. S. mail to:

The Ohio Turnpike & Infrastructure Commission  
Attn: Human Resource Generalist  
Human Resources Department  
Reference Code: LASPM – BH/WYDW  
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.*