

Toll Audit-Data Analyst

Ohio Turnpike – Berea, OH



The Ohio Turnpike & Infrastructure Commission is seeking an experienced Toll Audit-Data Analyst to work in our Toll Audit Department at the Administration Building in Berea, 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 some of what we can offer you:

- Salary range from \$58,383.00-\$66,015.82 annually
- Excellent pension and health care benefits
- Generous paid leaves
- Stability

Main Job Duties:

- Monitors toll collection system data through review of daily reports and queries.
- Develops and performs analytical reviews of E-ZPass customer service center system and toll lane operations.
- Inspects, cleanses, transforms, and models toll system data with the goal of discovering useful information, informing conclusions, and supporting decision making.
- Monitors key performance indicators used to assess E-ZPass customer service center system and toll collection system operations.
- Develops, prepares, and reviews trending reports.
- Assists with in-lane Automated Toll Payment Machine (ATPM) audits.
- Contributes to the design, implementation, and monitoring of a new tolling system.
- Assists with the comprehensive audit and reconciliation of exit collector and ATPM data.
- Identifies and investigates various unusual occurrence codes in the work of exit toll collectors including, but not limited to: emergency vehicle processing, use of the damaged ticket procedure, U-turn transactions, violation transactions, fare override procedures, etc.
- Reviews stored video images to verify lane discrepancies and problems.
- Supports Customer Service Center personnel with the investigation of anomalies in toll transactions.
- Performs advanced auditing procedures including, but not limited to, post-class mismatch testing, comprehensive toll revenue roll-up testing, non-revenue transponder and back gate usage analysis.
- Assists with research, investigation, and other toll audit-related projects as directed by the Toll Audit Supervisor and Director of Audit and Internal Control.

Major Work Characteristics:

- Demonstrated knowledge and experience in the application of data analysis techniques to monitor operations, ensure appropriate internal control, and solve business problems.
- Advanced organizational and analytical skills as well as the ability to correlate large amounts of information from a variety of sources.
- Proficiency for learning procedures with software applications that are unique to the toll industry.
- Ability to identify and solve problems involving several variables in a familiar and repetitive context; read, calculate, and record figures accurately; copy records precisely without error; sort items into categories according to established methods; meet deadlines; maintain confidentiality.
- Strong organizational and problem-solving skills.
- Ability to travel along the 241-mile Turnpike.

Education and Experience:

- Four-year college degree in Data Analytics or related major preferred.
- Minimum of three (3) years' work experience in a data analytical role.
- Tolling or similar work experience preferred.
- Proficient in Microsoft Office most notably Excel.
- Experience analyzing and reporting large amounts of data.

Application Process

Those interested may apply [HERE](#). This link will redirect you to the Online Application site.

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.