Toll Auditor-Collector Reconciliation
The Ohio Turnpike and Infrastructure Commission
Berea Administration Building – Berea, Ohio

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 join the future of transportation.

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

- Salary range from $48,881.04 - $60,594.56 annually
- Excellent pension, and health care benefits
- Paid leave and holidays
- Growth and advancement
- Educational assistance and reimbursement

Job Duties:

- Responsible for comprehensive audit and reconciliation of exit collector and Automated Toll Payment Machine (ATPM) data.
- Receives, sorts and analyzes all information pertaining to exit "tours" including: Exit Collector Daily Reports, validated toll tickets, Tour of Duty Slips, Special Use Cards, in-lane credit card sales receipts, customer Unpaid Toll Reports, various "hand-sorted" toll tickets, ATPM Intervention Reports and other miscellaneous materials.
- Identifies, retrieves and processes non-validated toll tickets through the use of the Batch Ticket Machine.
- 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.
- Verifies that collector cash deposits, credit card sales, unpaid tolls, "paid" unpaid tolls, permit fees, etc. are accurately classified, tabulated and assigned to the correct exit collector tours on the correct dates.
- Investigates cash variances and other discrepancies as required and makes adjustments to the toll audit system as circumstances dictate.
- Generally supports Customer Service Center personnel with the investigation of anomalies in electronic toll (E-ZPass) transactions.
- Prepares an electronic "Daily Sheet" to summarize and document various elements of the audit work performed.
- The end product of collector reconciliation procedures is system data that reflects, as accurately as possible, physical lane activity and the correlative ATPM and exit collector activity.
- Each month, the toll audit system data supports Accounting Department requirements as well as the production of Exit Toll Collector Grade Reports utilized by the Toll Operations Department.
- Assists with special projects and activities as specified by the Toll Audit Supervisor and Director of Audit and Internal Control.

Major Work Characteristics:

- Effective organizational and analytical skills.
- Must be able to interpret and correlate large amounts of information from a variety of sources.
- Proficiency with Microsoft Office applications, most notably Excel.
- 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.
- Must be able to work effectively in a team environment with other toll auditors who perform similar procedures.

Education and Experience:

- Four-year college degree with two (2) years of general business or banking experience required.

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 may be 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 FCRA form (available on the website) and resume via U. S. mail to:

The Ohio Turnpike & Infrastructure Commission
Attn: Human Resource Manager
Human Resources Department
Reference Code: Toll Auditor-Collector Reconciliation
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.