

Toll Plaza Supervisor

Eastern District- Toll Plazas 187/193

Ohio Turnpike – Portage County



The Ohio Turnpike & Infrastructure Commission is seeking a Toll Plaza Supervisor to work in our Toll Operations Department at Exit 187- Streetsboro and Exit 193- Ravenna Interchanges.

If you are interested in working with us, here is some of what we can offer you:

- Salary range for this position is \$72,979.40 - \$93,022.54, commensurate with experience.
- Medical, Dental, Vision and Prescription Benefits with employee contributions
- Company paid Life, Optional Life, AD&D, and Supplemental Insurance offered
- Participation in the Ohio Public Employees Retirement System (OPERS)
- Voluntary Deferred Compensation Plan participation
- Tuition Reimbursement Program
- Complimentary Parking
- Direct Deposit

Minimum Qualifications

Qualified candidates are required to possess the following:

- High School Diploma or GED with a business background (e.g. college courses, seminars and/or business/management exposure).
- Knowledge and prior field experience of toll plaza operations.
- Experience in supervision; employee training and development; dispute resolution.
- Familiarity with Ohio Turnpike & Infrastructure Commission policies and procedures.*
- Experience with labor relations and contract administration.

*For external candidates- developed after employment

Internal Candidates Only (Additional Criteria for Consideration)

- No major discipline received in the previous two (2) years.
- Good attendance record and evaluations.
- Must be a current Assistant Toll Plaza Supervisor.

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.

Duties/Responsibilities

- Responsible for two (2) toll plaza facilities, toll plaza staff and the service provided to Ohio Turnpike & Infrastructure Commission customers.
- Organize, coordinate and manage the everyday operations of the toll plaza.
- Schedule toll plaza personnel.
- Oversee toll collection.
- Maintain field employee records.
- Advise District Toll Supervisor of traffic concerns and employee issues.
- Address employee concerns; mediate and resolve employee conflicts; evaluate job performance of toll plaza staff.
- Order necessary uniform items and toll plaza supplies.
- Provide initial training of employees and the necessary daily instruction to maintain and/or improve employee performance.
- Enforce Commission policies, rules and regulations and ensure that all procedures are followed pursuant to the Toll Operations Manual.
- Issue discipline to employees; follow collective bargaining agreement; act as Commission representative in departmental Step 1 grievances.
- Respond 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).
- Oversee traffic control 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.
- Perform any other duties as may be assigned by the District Toll Supervisor.

Work Location and Unusual Working Conditions

Ohio Turnpike, Eastern District-- Exit 187- Streetsboro and Exit 193- Ravenna Interchanges.

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).

Application Process

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

Applications will be accepted 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.