

Position Number: **Benchmark Job #031**

Ministry: Transportation and Highways

Branch: Toll Plaza, Nicola District Highways Office

Location: Merritt

Working Title: **Toll Booth Operator**

Level: Range 7

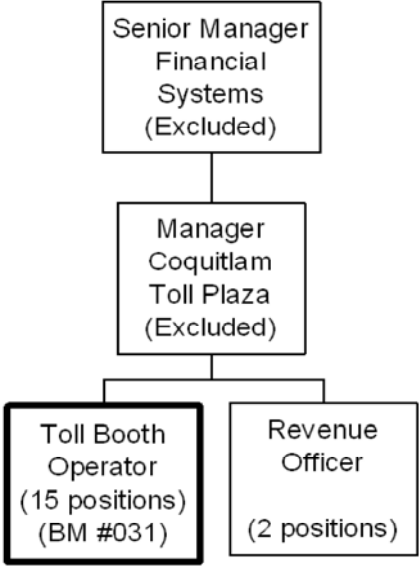
NOC Code: 6683

PRIMARY FUNCTION

To collect and record tolls in accordance with tariffs based on vehicle type, weight and number of axles.

JOB DUTIES AND TASKS

1. Collects and records tolls
 - a. determines and collects tolls according to tariff rates using cash, ticket or credit card
 - b. records vehicle type, toll amount and type of currency collected
 - c. issues receipts
 - d. checks credit cards on computer or by telephone
 - e. totals number of transactions for each shift
 - f. maintains log of problems and incidents during shift
 - g. converts money from American to Canadian currency
2. Performs cash deposit duties
 - a. reconciles cash register deposits and receipts and completes totals on a deposit sheet
 - b. reconciles discrepancies
 - c. enters totals into register, obtains printout and attaches signed void sheets to deposit slip
 - d. bags money, cheques, tickets and deposit slip and places in translogic tube for deposit in safe
 - e. maintains and accounts for float
3. Operates centre booth on a rotational basis
 - a. coordinates when deposits are to be done by other operators
 - b. converses by radio phone and telephone and passes on messages to toll booths
 - c. schedules what booth or direction operators will be in
 - d. coordinates operator breaks
4. Performs other related duties
 - a. contacts RCMP, ambulance, tow-trucks and road crews regarding hazards, accidents and activities
 - b. completes incident reports as required
 - c. directs traffic as required such as during emergencies
 - d. informs motorists of delays, closures, adverse weather, tourist information or tourist alerts and relays messages for travellers



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Know several work tasks and how to do arithmetic to collect and balance tolls and reconcile shift collections.</p>	B	40
2	<p>MENTAL DEMANDS</p> <p>Judgement to select a known action in completing specific tasks to determine and collect appropriate tolls on the Coquihalla Highway, calculate exchange rate, apply to fare and reconcile discrepancies between receipts and deposits.</p>	B	40
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Tact required to exchange information related to toll booth duties and toll station and to answer general inquiries regarding highway conditions with travelling public and emergency services.</p>	B	20
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Some coordination and dexterity required to operate cash register to collect tolls.</p>	B	10
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by set routines, makes minor changes in known job tasks to collect highway tolls, operate cash register, issue change and receipts and reconcile receipts.</p>	A	15
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Some financial responsibility to determine and collect appropriate tolls and balance amount.</p>	C	15

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Minimal responsibility to operate stable equipment such as credit card machine, radio telephone, cash register and adding machine.	A	5
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to coordinate co-worker breaks on a rotational basis.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limit care and attention to call for emergency services and warn motorists of adverse weather.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently visually and by touch collect money and issue change.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently reach, stretch and bend to receive tolls from and give change to vehicle operators.	C	12
12	SURROUNDINGS Exposure to gas and exhaust fumes frequently while in toll booth.	C	6
13	HAZARDS Moderate exposure to hazards from frequently working in toll booth near moving traffic.	C	6

Total Points: 196

Level: Range 7