



JOB ANNOUNCEMENT

Position Title	Director of Toll Operations
Supervises	Yes
FLSA Status	Exempt
Pay Grade	SE on Georgia Statewide Salary Plan (Salary range is approximately \$115K to \$127.5K per year)

The State Road & Tollway Authority (SRTA) is in search of a **Director of Toll Operations** to become part of the Toll Operations team. If you are a problem solver, motivator, and effective leader, with a “team” mentality, we’d like to speak with you concerning your next career choice.

Job Summary

The Director of Toll Operations reports to the Director of Operations and directs the Operations Unit. The Director of Toll Operations is responsible for leading and making decisions regarding the formulation and implementation of policies and procedures for Tollway revenue collection and operations. Oversees the Customer Service Center, Toll Operations Center and also manages the violations program. Negotiates and administers contracts for private contractor support of Toll facilities operations. Participates in the decision-making process regarding the planning, design, technology, and implementation of integrated toll collection systems on new toll projects. Directs, administers and conducts reviews and investigations of toll facility and toll service center operations. Ensures internal customer service and support systems are maintained at optimal levels. Coordinates with other state agencies for the provision of services needed for Toll operations. Plans, develops, oversees, and administers budget for division.

Responsibilities

- Directs, through subordinate managers, the planning, development, and implementation of assigned functional areas.
- Directs the preparation of financial and operational reports; develops and presents budget and operational reports to other state and federal agencies as well as to the executive leadership as required.
- Develops and maintains working relationships, communications, and contracts with departmental staff as well as applicable external parties (i.e. other governmental agencies, contractors, consultants, general public, etc.). Promotes good public relations.
- Interviews, hires, directs and evaluates the performance of and, when necessary, disciplines and discharges subordinate managerial and supervisory personnel.
- Creates and maintains a high performance environment characterized by positive leadership and a strong team orientation.

- Develops and administers budgets.
- Maintains a consistent, high quality, customer-focused orientation when conducting business and providing services or products to clients, the general public and other external customers.
- Interacts with upper levels of management and submits status reports, budget information, recommendations and problem alerts.
- Maintains a high level of job skills by attending and completing various seminars and training courses and reading appropriate literature. Communicates this knowledge to others as required.
- Maintains knowledge of current trends and developments in the field by reading appropriate books, journals, and other literature and attending related seminars and conferences. Applies pertinent new knowledge to performance of other job responsibilities.
- Performs other duties as assigned by Management.

Minimum Qualifications:

Qualified candidate must possess a bachelor's degree in a business-related field and five years of relevant management experience OR 10 years of current and relevant experience in Tolling Technology or Tolling Operations. The required management experience must include responsibility for budget development, administration of expenditures, project and program management, and staff supervision.

Must have strong leadership and interpersonal skills, with the ability to motivate and guide others and build effective and cohesive teams toward accomplishment of agency/division goals. Must have the ability to negotiate to find mutually acceptable solutions. Must be able to manage multiple work-streams successfully and simultaneously; possess the ability to identify and solve problems using sound and logical approaches that apply innovative and informed solutions to make organizational improvements. Forward thinker with the finesse to anticipate and meet organizational and customer needs, including adapting work methods in response to new information, changing conditions, or unexpected obstacles. Must be self-motivated, results-oriented, and possess familiarity with related technological developments and understand how to leverage these to improve the performance of assigned business units. Must display a strong executive presence and possess a strong business mindset with an aptitude to gather and analyze data. Must demonstrate ability to exhibit compelling and naturally persuasive communication skills of facts and ideas to influence the direction of positive outcomes in a collaborative manner, and communicate decisions in a style that reflects a team-oriented culture. Strong written communication skills are a must and should possess proficiency in general business software applications.

Functional knowledge of related technological developments and ability to integrate new and leading edge technology to manage and improve program effectiveness. Have a proven track record of managing large scale, technical, and enterprise-wide projects; ability to recognize opportunities to aid in the achievement of agency goals and objectives. Must have the ability to manage and resolve conflict in a positive and constructive manner. A working proficiency in general business software applications is required. The ability to prepare, justify, and administer project/program budgets. Applicants must possess SRTA's core values of Integrity, Innovation, Collaboration, Customer Focus, and Diversity.

Preferred Qualifications:

Bachelor's degree and work experience in a tolling environment. Direct working knowledge of 3M and/or the ETCC RITE System and/or experience with dynamically priced tolling systems and related operational issues. Knowledge and experience with interoperable transactions. Hands-on knowledge of Intelligent Transportation Systems (ITS) and supporting information systems, including databases and surveillance, data collection and electronic payment infrastructures.

To Apply For This Position

Interested applicants should submit a resume via e-mail to recruiter@srta.ga.gov by Friday, November 3, 2017, along with a completed State of Georgia employment application (accompanying this job announcement or available on our website). **All applicants MUST include the title “Director of Toll Operations” in the subject line of the e-mail message.**

Due to the volume of applications received by this office, we are unable to provide information on application status by phone or e-mail.

Applicants who are selected for an interview will be contacted to arrange an appointment for an interview.

Applicants who are not selected for an interview will not receive notification.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The State Road and Tollway Authority reserves the right to close this recruitment process at any time during the announcement period once a sufficient, qualified applicant pool has been identified.

Company Information

SRTA is an independent Authority created by the Georgia General Assembly to operate tolled transportation facilities and act as the transportation financing arm for the State of Georgia. SRTA operational brands include Peach Pass and Xpress. Visit our website at www.srta.ga.gov for more information.

SRTA is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.