

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION
BRIDGE SERVICES REPRESENTATIVE

JOB DESCRIPTION

Employees in this job perform a variety of revenue collection and reconciliation, customer service, maintenance, and bridge safety activities at state-owned and operated bridges.

Position Code Title - Bridge Services Rep-E

Bridge Services Representative 6

This is the intermediate level. The employee performs an expanding range of Bridge Services Representative assignments in a developing capacity.

Bridge Services Representative E7

This is the experienced level. The employee performs a full range of Bridge Services Representative assignments and uses independent judgment to make decisions in specific work situations.

Position Code Title - Bridge Services Rep-A

Bridge Services Representative 8

This is the advanced level. The employee functions as a crew leader overseeing the work of lower-level Bridge Services Representatives and/or others, and performing experienced-level bridge services representative assignments.

JOB DUTIES

NOTE: Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Provides customer service by answering questions relating to tolling operations/tourism and completing bridge revenue transactions.

Classifies vehicles and enters information into the computerized toll system.

Explains bridge rates, toll policies, vehicle classifications, and collects revenue from motorists according to toll policies.

Makes correct change using appropriate exchange rate, if necessary, and issues receipts as requested.

Maintains Payment Card Industry (PCI) compliance.

Monitors cameras for bridge security and weigh-in motion scales for truck compliance.

Monitors automated lanes for availability and service concerns.

Checks weight slips and bridge permits for all heavy vehicles to ensure they have the proper credentials to cross the bridge.

Answers inquiries from motorists regarding road and weather conditions, travel directions, and various tourist related questions.

Accounts for all revenue issued at the beginning of the shift.

Counts all revenues collected and performs daily revenue deposits.

Reports all non-standard vehicles, unusual incidents, and any bridge revenue collection discrepancies to supervisor.

Observes, resolves, and reports emergencies and unsafe conditions on the bridge, including accidents, fires, unfavorable road or weather conditions, and power or equipment failures.

Contacts Customs Border Patrol when concerns arise on the bridge.

Ensures rapid passage for emergency vehicles.

Resolves issues with tolling equipment, software, and hardware malfunctions.

Patrols the bridge, monitors traffic, and maintains a log of unusual occurrences.

Directs traffic and keeps lanes free from obstacles.

Contacts resources to assist motorists with disabled vehicles.

Operates state-owned vehicles to escort vehicles carrying over-width, overweight, or other deemed escort necessary cargoes; or returns persons or vehicles rejected for entry to the United States/Canada to country of origin.

Operates navigational aids and bridge lights.

Conducts safety and security checks of the bridge and the administration building.

Assists in training others in work techniques.

Performs related work and other tasks as assigned.

Additional Job Duties

Bridge Services Representative 8 (Crew Leader)

Assigns work to crew members.

Instructs and trains in proper work methods and processes.

Reviews job performance by observing and critiquing work techniques and completed assignments.

Prepares and maintains records related to the work.

Sells bridge revenue collection options to bridge users such as truck drivers, bus operators, and commuters.

Reviews toll revenue transactions and makes adjusted entries for incorrect transactions.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of locale in order to provide tourist information.

Knowledge of proper customer relationship/customer service practices.

Knowledge of the rules and procedures applied to collecting and accounting for revenue.

Knowledge of the methods and procedures of patrolling and maintaining order on the bridge and in dealing with motorists, emergencies, and unusual/hazardous occurrences.

Knowledge of general auditing practices and account reconciliation.

Knowledge of handling and accounting for revenue.

Ability to continually provide positive customer service and work effectively in a high-volume work area and in situations of elevated stress and unusual occurrences.

Ability to learn, apply, and follow rules, regulations, policies, and procedures related to the work.

Ability to understand and carry out written and oral instructions.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Ability to operate computers, communication devices, and related technology.

Ability to make change and maintain and balance cash drawer.

Ability to recognize unusual and/or hazardous conditions.

Ability to operate a motor vehicle.

Ability to prepare and maintain records related to the work.

Additional Knowledge, Skills, and Abilities

Bridge Services Representative 8 (Crew Leader)

Ability to train and oversee the work of others.

Ability to prioritize, organize, and coordinate the work of the unit.

Working Conditions

The job duties require an employee to be exposed to inclement weather and environmental conditions.

An employee may be assigned to work any day of the week or on any shift.

Physical Requirements

The job duties may require an employee to sustain extensive and repetitive twisting, bending, and lifting.

The job duties require an employee to stand or sit for long periods of time.

Education

Educational level typically acquired through completion of high school.

Experience

Bridge Services Representative 6

No specific type or amount is required.

Bridge Services Representative E7

One year of experience equivalent to a Bridge Services Representative 6.

Bridge Services Representative 8

Two years of experience equivalent to a Bridge Services Representative, including one year equivalent to a Bridge Services Representative 7.

Alternate Education and Experience

Bridge Services Representative E7

Two years of experience in a customer service position with primary focus on processing financial transactions.

OR

Completion of at least 8 semester hours (12 term) college credits in one or a combination of the following: accounting, business, finance, mathematics, public administration, or statistics may be substituted for one year of experience as a Bridge Services Representative.

Bridge Services Representative 8

Three years of experience in a customer service position with primary focus on processing financial transactions.

OR

Completion of at least 15 semester hours (22 term) college credits in one or a combination of the following: accounting, business, finance, mathematics, public administration, or statistics may be substituted for two years of experience as a Bridge Services Representative.

NOTE: Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

Special Requirements, Licenses, and Certifications

Possession of a valid driver's license.

See individual position descriptions for other requirements.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

BRISERREP

Job Code Description

BRIDGE SERVICES REPRESENTATIVE

Position Title

Bridge Services Rep-E

Position Code

BRISREPE

Pay Schedule

A02-002

Bridge Services Rep-A

BRISREPA

A02-015

JZ

03/31/2024