

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.

There are three classifications in this job.

Position Code Title - Bridge Services Rep-E

Bridge Services Representative 6

This is the intermediate level. The employee works in a trainee capacity and learns the laws, rules, regulations, methods, and practices needed to perform revenue collection and reconciliation, customer service, bridge safety tasks, and other tolling related tasks.

Bridge Services Representative E7

This is the experienced level. The employee performs the full range of revenue collection and reconciliation, customer service, and bridge safety tasks and other tolling related tasks. Employees use judgment in making decisions when alternatives are determined by established laws, rules, regulations, methods, and practices. Supervision is generally available if needed.

Position Code Title - Bridge Services Rep-A

Bridge Services Representative 8

This is the advanced level. The employee functions as a lead worker overseeing the work of lower-level Bridge Services Representative, or others, and performs experienced-level bridge services representative assignments.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Provides customer service through face-to-face, telephone, and e-mail by answering questions relating to tolling operations/tourism and aiding in the completion of bridge revenue transactions.

Classifies vehicles and enters information into the computer.

Collects revenue from motorists according to toll policies and vehicle classification.

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

Reviews electronic and/or automated toll revenue transactions and makes adjusted entries for incorrect transactions.

Explains bridge rates, toll policies, vehicle classifications, and other commuter questions to customers and assists customers in paying proper bridge fare or charge.

Monitors automated lanes for availability and service concerns.

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

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 and makes reports to supervisor on all non-standard vehicles, unusual incidents, and any bridge revenue collection options.

Counts all revenues collected and performs daily revenue deposits with proper bridge office.

Observes and reports emergencies and unsafe conditions on the bridge, including, but not limited to, 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.

Sets up cones to direct traffic into lanes and keep lanes free from obstacles.

May provide assistance to disabled vehicles by contacting proper repair resources.

In cases of fire or accident, takes immediate steps to remedy the situation.

May drive bridge owned vehicle to provide escort for 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.

Turns on and off bridge lights and navigational aids.

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

May assist in training entry-level Bridge Services Representatives.

May instruct other Bridge Services Representatives in toll policies, vehicle classification, and render decisions in classifying vehicles.

Maintains a log of unusual occurrences and notifies supervisor as required.

Performs related work as assigned.

Additional Job Duties

Bridge Services Representative 8 (Crew Leader)

Determines work priorities and assigns work to lower-level Bridge Services Representatives and/or others.

Reviews job performance and completed assignments.

Provides instructions and training in the proper methods and processes necessary to carry out bridge services representative assignments.

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.

Knowledge of general auditing practices and account reconciliation.

Knowledge of handling and accounting for revenue.

Knowledge of dealing with emergencies and unusual occurrences on the bridge.

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 relative to the work.

Ability to understand and carry out written and oral instructions.

Ability to communicate with patrons, co-workers, and supervisors effectively and courteously.

Ability to maintain favorable public relations.

Ability to operate two-way radio communication devices.

Ability to make simple arithmetic computations rapidly.

Ability to make change quickly and accurately.

Ability to balance cash and maintain cash balances.

Ability to accurately manage a cash drawer on a Point-of-Sale system.

Ability to perform rotating shift work in a 24/7/365 work environment.

Ability to work in varying weather conditions and within a confined working area.

Ability to recognize unusual and/or hazardous conditions.

Ability to operate a motor vehicle.

Ability to train lower-level Bridge Services Representatives.

Ability to meet and deal effectively with the public.

Ability to maintain records and prepare reports.

Additional Knowledge, Skills, and Abilities

Bridge Services Representative 8 (Crew Leader)

Ability to determine work priorities and allocate work assignments.

Ability to explain instructions and guidelines to others effectively.

Ability to perform the most complex customer service interactions.

Ability to explain instruction and guidelines to others effectively.

Ability to coordinate and oversee the work of other Bridge Services Representatives.

Working Conditions

Employees perform the majority of their duties either in an office environment or in an outdoor booth and may be exposed to weather conditions, dust, dirt, noise, and fumes.

Some jobs require an employee to be exposed to inclement weather conditions.

Some jobs require an employee to work in an environment that involves exposure to unpleasant and noxious fumes and odors.

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.

Ability to perform repetitive reaching and hand motions.

Ability to stand or sit for long periods of time and work continuous shifts.

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

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

OR

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

Bridge Services Representative 8

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

OR

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

Special Requirements, Licenses, and Certifications

Possession of a valid driver's license.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

BRISEREP

Job Code Description

BRIDGE SERVICES REPRESENTATIVE

Position Title

Bridge Services Rep-E

Bridge Services Rep-A

Position Code

BRISREPE

BRISREPA

Pay Schedule

A02-002

A02-015

CW

08/22/2021