

**MICHIGAN CIVIL SERVICE COMMISSION**  
**JOB SPECIFICATION**  
**BRIDGE SERVICES SUPERVISOR**

**JOB DESCRIPTION**

Employees in this job serve as supervisors of subordinate personnel involved in bridge activities performed at state-owned and operated bridges. Work is performed under limited supervision and within established methods and procedures. The employee is required to plan and assign the work of subordinate personnel, to review work performances and products, and to ensure conformance with established methods, policies, and procedures.

There are two classifications in this job.

**Position Code Title - Bridge Services Supervisor-1**

**Bridge Services Supervisor 9**

The employee serves as a first-line supervisor with responsibility for coordinating and directing the work of subordinate personnel. The employee works within provided methods and procedures and exercises considerable independent judgement to select proper courses of action.

**Position Code Title - Bridge Services Supervisor-2**

**Bridge Services Supervisor 10**

The employee serves as a second-line supervisor with responsibility for coordinating and directing the work of subordinate personnel through first-line supervisors.

**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.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Supervises and directs the activities of a shift of Bridge Services Representatives and other subordinate personnel at a state-owned and/or operated bridge.

Supervises and participates in the collection of tolls, efficiency of personnel, and proper performance of customer service activities at state-owned and/or operated bridge.

Supervises the business management and housekeeping activities of the bridge operations, including the balancing of accounts, scheduling assignments, monitoring workflow, evaluating procedures, ordering equipment and supplies, and selecting and training employees.

Controls and accounts for funds, daily receipts, tickets, etc.

Schedules the toll collection activities of all shifts of Bridge Services Representatives and other subordinate personnel.

Resolves the most difficult consumer problems and complaints.

Explains to the public the laws and procedures relating to operations on a state-owned and/or operated bridge.

Operates a vehicle to attend meetings and make trips to other service locations.

Regulates use of traffic lanes and traffic controls.

Assigns and supervises patrol duties of all shifts of Bridge Services Representatives and other subordinate personnel.

Renders final decisions in classifying vehicles.

Directs the activities of operations and maintenance personnel in case of accident, emergencies, adverse weather, or other unsafe conditions.

Contacts on-site and/or off-site law enforcement for emergencies.

Works directly with other agencies to perform the duties of the position, this includes Michigan State Police, Local Law Enforcement, United States Customs and Border Protection, Canadian Border Services Agency, and any other agencies present on bridge properties, easements, or structures.

Participates as an active team member in the implementation of Michigan Department of Transportation and/or Bridge Authority procedure changes, as assigned.

Implements new departmental and individual bridge programs and participates in research projects.

Performs public relations activities relating to bridge patrons.

Directs efforts to locate persons or vehicles as requested by police and other agencies.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work as assigned.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

Knowledge of the methods and procedures of patrolling and maintaining order on the bridge and in interacting with motorists.

Knowledge of the rules and procedures applying to collecting and accounting for tolls.

Knowledge of handling and accounting for revenue.

Knowledge in dealing with emergencies, hazards, and unusual occurrences on the bridge.

Knowledge of training and supervisory techniques, and employee policies and procedures.

Knowledge of equal employment opportunity policies and procedures.

Knowledge of labor relations and applicable union contract.

Knowledge of disciplinary processes.

Ability to supervise all shifts of Bridge Services Representatives and other subordinate personnel at a state-owned and/or operated bridge.

Ability to instruct, direct, schedule, and evaluate employees.

Ability to maintain work standards and volume under pressure.

Ability to monitor and evaluate program and organizational performance to assess efficiency and effectiveness.

Ability to exercise judgement in handling complex problems.

Ability to conduct studies, evaluate results, and prepare reports.

Ability to meet and deal effectively with officials of government, industry, and the public.

Ability to conduct training and informational sessions.

Ability to communicate effectively with others, both verbally and in writing.

Ability to maintain favorable public relations.

### **Working Conditions**

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

Some jobs require an employee to work outdoors as well as in an office or a laboratory.

The employee may be required to work non-traditional hours.

### **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 Supervisor 9**

Four years of experience equivalent to a Bridge Services Representative, including three years equivalent to a Bridge Services Representative E7 or two years equivalent to a Bridge Services Representative 8.

#### **Bridge Services Supervisor 10**

Five years of experience equivalent to a Bridge Services Representative, including four years equivalent to a Bridge Services Representative E7 or three years equivalent to a Bridge Services Representative 8 or one year equivalent to a Bridge Services Supervisor 9.

### **Alternate Education and Experience**

#### **Bridge Services Supervisor 9**

Completion of 30 semester (45 term) credits including 12 semester (20 term) credits in any combination of course work in the following areas: accounting, business, finance, management, mathematics, public administration, or statistics.

OR

Two years managerial/supervisory experience or four years of experience with primary focus on processing financial transactions.

Bridge Services Supervisor 10

Three years managerial/supervisory experience or five years of experience 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**

BRISERSPV

**Job Code Description**

BRIDGE SERVICES SUPERVISOR

**Position Title**

Bridge Services Supervisor-1

Bridge Services Supervisor-2

**Position Code**

BRISSPV1

BRISSPV2

**Pay Schedule**

NERE-051

NERE-052

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08/22/2021