

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

**JOB DESCRIPTION**

Employees in this job supervise bridge activities at state-owned and operated bridges.

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

**Bridge Services Supervisor 9**

The employee serves as a first-line supervisor coordinating and directing the work of Bridge Services Representatives and others.

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

**Bridge Services Supervisor 10**

The employee serves as a second-line supervisor coordinating and directing the work of Bridge Services Representatives and others.

**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.

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

Coordinates activities by scheduling, 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 related to the work.

Interacts with visitor bureaus, chambers of commerce, 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.

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

Resolves the most difficult customer problems and complaints and explains laws and procedures relating to operations on a state-owned and/or operated bridge.

Monitors use of traffic lanes and traffic controls.

Renders final decisions in classifying vehicles.

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

Implements Michigan Department of Transportation and/or Bridge Authority program and procedure changes.

Attend and present at meetings.

Performs public relations activities, including coordination of special events.

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

Performs any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work and other tasks as assigned.

## **JOB QUALIFICATIONS**

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

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

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 others.

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

Ability to maintain work standards under pressure.

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

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 operate computers, communication devices, and related technology.

Ability to maintain favorable public relations.

Ability to communicate effectively with others.

### **Working Conditions**

Some jobs require require an employee to work outdoors.

### **Physical Requirements**

The job duties may require repetitive twisting, bending, and lifting.

The job duties may require standing or sitting 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 one or a combination of the following: 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.

**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**

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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03/31/2024