



JOB ANNOUNCEMENT

| | |
|-----------------------|--|
| Position Title | Toll Operations Center Operator |
| Business Unit | Tolling |
| Supervises | No |
| Reports To | Toll Operations Center Supervisor |
| FLSA Status | Non-Exempt |
| Salary | Pay Grade 11 / G on Georgia Statewide Salary Plan |

Job Summary

Under the direction of the Toll Operations Center Supervisor, the Toll Operations Center Operator monitors, communicates, and documents roadway and tolling system events taking place in State Road and Tollway Authority's (SRTA) managed lanes facilities and acts based on standard guidelines and procedures. Specifically, takes prompt action on traffic incidents and traffic flow in the corridor or its vicinity, by recommending and/or changing or suspending tolls based on SRTA defined policies and procedures. Also, reports in an accurate and timely manner tolling network/equipment or back-office issues to parties and provides troubleshooting support. Collaborates with GDOT's Traffic Management Center, SRTA Customer Service Center, Operations & Facilities Management, and Tolling System Integrator, among others.

Minimum Qualifications

High school diploma or equivalent. One year of experience in a high performing operations position or transportation related operation position. Strong computer skills, including Windows, Internet, e-mail, and productivity software. Excellent written and oral communication skills. Ability to multi-task under tight schedules. Availability to work rotating shifts and/or weekends as needed. Applicants must possess SRTA's core values of Integrity, Excellence, Collaboration, Customer Focused, and Diversity.

Preferred Qualifications

Bachelor's degree in any related field and one year of related work experience. Basic knowledge of tolling (policy and technology) and traffic operations concepts. Experience in the areas of open-road tolling, HOT lanes, and dynamic pricing. Knowledge of Maintenance of Traffic (MOT). Experience with traffic monitoring and reporting software (e.g., NaviGator). Experience with tolling system software (e.g., Rite System). Knowledge of road side network design. Knowledge of database management.

To Apply For This Position

Interested applicants should submit a resume via email to recruiter@georgiatolls.com by Monday, November 21, 2016. **All applicants MUST include the title “Toll Operations Center Operator” in the subject line of the email 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.

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 process at any time during the announcement period once a sufficient, qualified applicant pool has been identified.

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

Company Information

SRTA is an Equal Opportunity Employer and does not discriminate on the basis of color, race, national origin, age, sex, religion, or disability.