



JOB ANNOUNCEMENT

Position Title	Toll Operations Center Supervisor
Business Unit	Tolling
Supervises	Yes
Reports To	Toll Operations Manager
FLSA Status	Exempt
Salary	Pay Grade 15 / K on Georgia Statewide Salary Plan

Job Summary

Under the direction of the Toll Operations Manager, monitors and takes action on traffic incidents, traffic flow, and speeds in the managed lanes. Supervises support personnel in the Toll Operations Center (TOC). Recommends and suspends tolls based on SRTA defined policies and procedures. Reviews and analyzes reports for trends and analyzes program pricing strategies using dynamic tolling algorithms. Collaborates with HERO Units, the Georgia Department of Transportation, Traffic Management Center, SRTA Customer Service Center, Facilities & Maintenance Management and Tolling System Integrator, among others, to ensure continuous communication and coordination.

Minimum Qualifications

Bachelor's degree in any related field and two years of related experience OR two years of experience at the lower level or at an equivalent position OR six years of related experience in the area of assignment. At least two years of supervisory and/or management experience required. Related experience may be substituted for education on a year-for-year basis. Must be highly organized, possess excellent written, organizational, and decision-making skills, ability to multi-task and work in a fast-paced environment. High energy and willingness to work as a team player is required. 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

Experience with traffic management and/or transportation industry. Must also be able to demonstrate a high level of proficiency in analytics and computer skills: Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Access, and Project). Ability to perform precise data analysis to anticipate trends in traffic and congestion relief. Excellent problem-solving skills. Use of traffic monitoring software, including NaviGator, a plus.

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 Supervisor” 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.