

# JOB DESCRIPTION

## Benchmark Job #031

---

Ministry: Transportation and Highways  
Branch: Toll Plaza, Nicola District Highways Office  
Location: Merritt

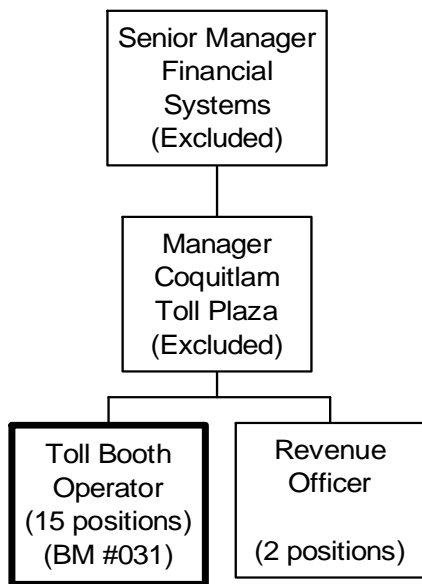
Working Title: **Toll Booth Operator**  
Level: Range 7  
Classification: Office Assistant

### PRIMARY FUNCTION

To collect and record tolls in accordance with tariffs based on vehicle type, weight and number of axles.

### JOB DUTIES AND TASKS

1. Collects and records tolls
  - a. determines and collects tolls according to tariff rates using cash, ticket or credit card
  - b. records vehicle type, toll amount and type of currency collected
  - c. issues receipts
  - d. checks credit cards on computer or by telephone
  - e. totals number of transactions for each shift
  - f. maintains log of problems and incidents during shift
  - g. converts money from American to Canadian currency
2. Performs cash deposit duties
  - a. reconciles cash register deposits and receipts and completes totals on a deposit sheet
  - b. reconciles discrepancies
  - c. enters totals into register, obtains printout and attaches signed void sheets to deposit slip
  - d. bags money, cheques, tickets and deposit slip and places in translogic tube for deposit in safe
  - e. maintains and accounts for float
3. Operates centre booth on a rotational basis
  - a. coordinates when deposits are to be done by other operators
  - b. converses by radio phone and telephone and passes on messages to toll booths
  - c. schedules what booth or direction operators will be in
  - d. coordinates operator breaks
4. Performs other related duties
  - a. contacts RCMP, ambulance, tow-trucks and road crews regarding hazards, accidents and activities
  - b. completes incident reports as required
  - c. directs traffic as required such as during emergencies
  - d. informs motorists of delays, closures, adverse weather, tourist information or tourist alerts and relays messages for travellers



## REASON FOR CLASSIFICATION

Benchmark Job #031

Job Title: Toll Booth Operator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Know several work tasks and how to do arithmetic to collect and balance tolls and reconcile shift collections.</p>	B	40
2	<p><b>MENTAL DEMANDS</b> Judgement to select a known action in completing specific tasks to determine and collect appropriate tolls on the Coquihalla Highway, calculate exchange rate, apply to fare and reconcile discrepancies between receipts and deposits.</p>	B	40
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Tact required to exchange information related to toll booth duties and toll station and to answer general inquiries regarding highway conditions with travelling public and emergency services.</p>	B	20
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Some coordination and dexterity required to operate cash register to collect tolls.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by set routines, makes minor changes in known job tasks to collect highway tolls, operate cash register, issue change and receipts and reconcile receipts.</p>	A	15
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Some financial responsibility to determine and collect appropriate tolls and balance amount.</p>	C	15
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Minimal responsibility to operate stable equipment such as credit card machine, radio telephone, cash register and adding machine.</p>	A	5

## REASON FOR CLASSIFICATION

Benchmark Job #031

Job Title: Toll Booth Operator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to coordinate co-worker breaks on a rotational basis.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limit care and attention to call for emergency services and warn motorists of adverse weather.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently visually and by touch collect money and issue change.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently reach, stretch and bend to receive tolls from and give change to vehicle operators.	C	12
12	<b>SURROUNDINGS</b> Exposure to gas and exhaust fumes frequently while in toll booth.	C	6
13	<b>HAZARDS</b> Moderate exposure to hazards from frequently working in toll booth near moving traffic.	C	6

**Total Points: 196**

**Level: Range 7**