



RITBA is accepting applications for the following position:

Director of Tolling Operations

(Full-time Position w/ Employee Benefits Package)

POSITION DESCRIPTION

The Director of Tolling Operations is responsible for the E-ZPass Customer Service Center, Violation Enforcement, Fulfillment Center, and overseeing the back-office operations for the RhodeWorks tolling program for RIDOT.

MINIMUM JOB REQUIREMENTS:

- Bachelor's Degree; Master's Degree preferred
- Five (5) to Ten (10) years' experience in Tolling industry and/or with automated/transactional systems

ESSENTIAL RESPONSIBILITIES:

- Liaison to the Interagency Group (IAG) on Executive Management, Policy, Reciprocity Committees, while maintaining effective working relations and communications with the various agencies in the IAG
- Responsible for the operation and documentation of an appropriate system of internal controls
- Responsible for identifying areas of improvements to processes to increase productivity, enhance the customer experience, and reduce costs and risks through operational and technological enhancements
- Oversee all mail house operations for RITBA and RIDOT
- Provide analysis and reports for auditors, Board of Directors, and Executive Director
- Liaison for the Governor's Office for constituent affairs and maintain a working relationship with all state of Rhode Island agencies and reconcile accounts monthly
- Liaison for the RI Division of Motor Vehicles and RI State Police for toll enforcement
- Tracking and monitoring of key customer service metrics, customer escalations, issue trends, workload forecasting, and key performance indicators (KPI's)
- Represent RITBA in many external organizations such as IBTTA, New England Tolling Agencies, and the Eastern Corridor Coalition
- Establish and assure adherence to budget, schedules, work plans, and performance requirements
- Define, implement, and revise operational policies within the tolling department

- Identify performance improvement opportunities within the Customer Service Center and recommend a strategy to optimize customer experience
- Manage both internal and external contracts necessary to operate the Customer Service Center, Tolling and the RhodeWorks Tolling Program, ensuring all performance quality standards are met
- Participate in the planning and development of back-office customer service and roadside toll collection equipment/system projects
- Work with finance on the various key performance indicators and controls on toll revenue

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the Interagency Group
- Broad technical expertise and industry knowledge
- Excellent Communication skills
- Ability to train, support and motivate staff

** This job description represents general duties and is not intended to list every specific function of this position.*

The general RITBA application for employment is available on our website at www.ritba.org. The application period is open until the position is filled. Applications with personal resume shall be submitted:

- 1) By email to: atasso@ritba.org
- 2) By mail to: RITBA, Attn:HR
PO Box 437
Jamestown, RI 02835

The Rhode Island Turnpike and Bridge Authority is an equal opportunity employer.