

CURRENT EMPLOYMENT OPPORTUNITIES

The following positions are currently vacant within the Tollway

Human Resources will accept applications, with resumes from:

January 24, 2019 through February 6, 2019

JOB QUALIFICATIONS:

To be selected for a position, an applicant must (1) meet the minimum requirements of the job posting, (2) pass a written exam (if applicable), (3) satisfy a background check (which may be extensive), (4) pass an oral interview, during which the interviewer(s) will further evaluate the applicant's qualifications and (5) provide certified transcripts, certifications, and/or license upon candidate processing and/or transfer, if the position requires a degree, certification, and/or license.

Internal Applicants who are current employees must have worked in their current position long enough to pass probation to be eligible to apply for the position. In addition, applicants are also subjected to an internal investigation which includes an evaluation of their work record, safety and discipline records, their performance assessments and time and attendance records (including late starts and early quits) for the preceding 12 months. (Authorized absences will not be included for purposes of assessing whether attendance is satisfactory.)

<u>Department</u>	<u>Position</u>	<u>Salary</u>	<u>Grade</u>
	Seasonal Toll Collector		
Operations	(Various Locations)	\$17.00/Hour	N/A

<http://agency.governmentjobs.com/illinoistollway/default.cfm?action=jobbulletin&JobID=2322267>



ILLINOIS STATE TOLL HIGHWAY AUTHORITY
invites applications for the position of:

Seasonal Toll Collector (Temporary) - Various Locations

SALARY:	\$17.00 Hourly
OPENING DATE:	01/24/19
CLOSING DATE:	02/06/19 11:59 PM
DESCRIPTION:	

Temporary Employment Begins on May 1, 2019 and ends on October 31, 2019

To meet our response time requirement, please only apply to counties close to your residence.

This position collects cash tolls from customers.

This position wears and maintains Illinois Tollway issued uniforms in a clean and presentable manner.

EXAMPLES OF ESSENTIAL DUTIES:

RELATIONSHIPS

Supervisor: Reports to EITHER the:

1. Toll Plaza Manager
2. Toll Plaza Supervisor
3. Collector-In-Charge

Direct Reports: None

Tollway: Frequent contact with Toll Plaza management and staff

Non-Tollway: Frequent contact with customers (motoring public)

FUNCTIONS / ACCOUNTABILITIES

1. Collects Cash Tolls

1. Determines the correct classification of the customer's vehicle
2. Determines the correct toll to be collected from the customer
3. Receives the cash from the customer
4. Returns the correct change to the customer
5. Provides a receipt to the customer, if requested
6. Documents and informs the supervisor of instances in which the customer did not receive correct change
7. Validates I-PASS customers passing through the Cash Toll lane

2. Manages Change Bank

1. Receives issued change bank, in specific denominations, at the beginning of the shift
2. Returns issued change bank prior to the end of the shift

3. Deposits Collected Cash Tolls

4. Provides Customer Service

1. **DEMONSTRATES COURTEOUS BEHAVIOR TOWARDS, AND PROVIDES A POSITIVE EXPERIENCE FOR, THE CUSTOMER**
2. Provides requested emergency assistance – medical, vehicular, safety, etc.
3. Provides a Refund Card when requested by the customer

4. Provides a Missed Toll Slip when requested by the customer
5. Provides change when requested by the customer
6. Provides directions related to the Illinois Tollway System, including providing a complimentary Illinois Tollway Systems Map if either
 1. deemed of value to the customer
 2. specifically requested by the customer
7. Provides a Customer Feedback Card if either
 1. deemed of value to the customer
 2. specifically requested by the customer
- 5. Informs Supervisor of:**
 1. Requested emergency assistance – medical, vehicular, safety, etc.
 2. Traffic accidents
 3. Disabled customer vehicles
 4. Unusual road conditions
 5. Instances in which customer did not receive correct change
 6. Negative customer interactions
6. Requires excellent customer service skills
7. Requires excellent interpersonal skills
8. Requires excellent oral communication skills
9. Requires professional interaction with co-workers and supervisors
10. Completes routine required forms
11. Maintains a clean work environment and properly disposes of all waste material
12. Performs all other duties, as assigned and as required

ESTIMATED, TYPICAL TRANSACTION VOLUME

1. Number of hours worked
28-40 / week
2. Number of customers serviced
900-1200 / shift
3. Percentage of customers requesting a receipt
40% / shift
4. Percentage of customers requesting change
30% / shift
5. Number of customers requesting directions
50 / shift
6. Number of customers requesting a Missed Toll Slip
20 / shift
7. Number of routine, required forms completed
6-8 / shift
8. Number of Illinois Tollway System maps provided
5 / shift
9. Number of customers voicing a complaint
2-5 /shift
10. Number of Customer Feedback Cards provided
2-5 / shift
11. Number of customers not receiving correct change
1-3 / shift
12. Number of customers requesting a Refund Card
1 -3 / shift
13. Number of traffic accidents reported to supervisor
1-3 / shift
14. Number of unusual road condition situations reported to supervisor
1-3 / shift
15. Number of unusual road condition situations reported to supervisor
1-3 / shift
16. Number of negative customer interactions
1-3 / shift
17. Number of negative customers requesting emergency assistance
1 / week

TYPICAL QUALIFICATIONS:

Required:

1. Must be able to provide correct change

2. Must be able to read, reference, and understand a map of the Illinois Tollway System, such that one can provide directions related to the Illinois Tollway System
3. Must be willing and able to be on call 24 hours a day, 7 days a week, including nights, weekends and holidays; must be able to work overtime; **THIS WORK SCHEDULE FLEXIBILITY IS REQUIRED**
4. Must be able to travel to and work at various Toll Plazas within the Illinois Tollway System
5. Must be able to routinely lift and carry up to 25 pounds
6. Must be able to routinely navigate curbs and stairs
7. Must be able to routinely cross as many as 22 active traffic lanes
8. Must be able to routinely stand for prolonged periods of time
9. Must be able to routinely reach to the customer's hand, to receive cash and return change, for customers driving all types of vehicles: passenger automobiles, large commercial trucks, etc.
10. Must be able to perform repetitive motions that are routine aspects of this position's job functions -- collecting the customer's toll and returning change
11. TO QUALIFY FOR AN INTERVIEW:
 1. Must meet the above, minimum requirements
 2. Must pass a written, skills competency test.

SUPPLEMENTAL INFORMATION:

Desired:

1. Skilled and knowledgeable in working as a toll collector
2. Skilled and knowledgeable in handling cash and making change; for example, experience working as a cashier
3. Skilled and knowledgeable in providing customer service

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.Illinoistollway.com>

Position #9600-01/2019
 SEASONAL TOLL COLLECTOR (TEMPORARY) - VARIOUS
 LOCATIONS
 DM

2700 Ogden Avenue
 Downers Grove, IL 60515
 630-241-6800 x2333

ppoulos@getipass.com

Seasonal Toll Collector (Temporary) - Various Locations Supplemental Questionnaire

- * 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
 - I agree
- * 2. The IL Tollway extends preference to applicants with prior U.S military service. The IL Tollway also extends preference to applicants who are a parent or a spouse of a veteran who was a casualty or was injured while serving in the U.S. military. **To received preference, applicants are required to provide proof of service or proof of casualty or proof of injury. Please ensure that the proper document(s) are attached to the application.** Please select the applicable response below.
 - I am a military veteran.
 - I have at least 4 years of service in the Illinois National Guard or the U.S. Military Reserves, but have never served in active duty.
 - I am a parent of a veteran who was a casualty or was injured while serving in the U.S. military.
 - I am a spouse of a veteran who was a casualty or was injured while serving in the U.S. military.
 - I have no prior U.S. Military Service, and I have less than 4 years of service in the

Illinois National Guard or the U.S. Military Reserves, and I am not a parent or spouse of a veteran who was a casualty or was injured while serving in the U.S. Military.

- * 3. There are multiple, Illinois Tollway work locations associated with this position. Please indicate the locations at which you would be willing to work.
 - Boone/ Winnebago County
 - Lee/DeKalb County
 - DuPage County
 - Kane County
 - Lake County, IL
 - McHenry County
 - North Cook County
 - South Cook County
- * 4. Questions 5 through 13 identify the MINIMUM REQUIREMENTS for the Toll Collector position. Are you ready to proceed?
 - Yes
- * 5. It is a requirement to be able to provide correct change. Do you meet this requirement?
 - Yes
 - No
- * 6. It is a requirement to be able to read, reference, and understand a map of the Illinois Tollway System, such that one can provide directions related to the Illinois Tollway System. Do you meet this requirement?
 - Yes
 - No
- * 7. It is a requirement to be willing and able to be on call 24 hours a day, 7 days a week, including nights, weekends and holidays; must be able to work overtime; **THIS WORK SCHEDULE FLEXIBILITY IS REQUIRED**. Do you meet this requirement?
 - Yes
 - No
- * 8. It is a requirement to be able to travel to and work at various Toll Plazas within the Illinois Tollway System. Do you meet this requirement?
 - Yes
 - No
- * 9. It is a requirement to be able to routinely lift and carry up to 25 pounds. Do you meet this requirement?
 - Yes
 - No
- * 10. It is a requirement to be able to routinely navigate curbs and stairs. Do you meet this requirement?
 - Yes
 - No
- * 11. It is a requirement to be able to routinely cross as many as 22 active traffic lanes. Do you meet this requirement?
 - Yes
 - No
- * 12. It is a requirement to be able to routinely stand for prolonged periods of time. Do you meet this requirement?
 - Yes
 - No
- * 13. It is a requirement to be able to routinely reach to the customer's hand, to receive cash and return change from customers driving all types of vehicles: passenger automobiles, large commercial trucks, etc. Do you meet this requirement?
 - Yes
 - No
- * 14. Questions 14 through 20 outline **BROAD** Knowledge, Skills and Abilities related to the TITLE position. It is **HIGHLY UNLIKELY** that **ANY** candidate will possess **ALL** of the knowledge, skills and abilities listed below. Please answer the questions accurately based upon experience gained throughout your career -- noting that "No Experience" or "Not Applicable" is an acceptable, and at times, somewhat expected

response. For the questions below, if you have little or no experience in the specified area, please select "No experience or less than # months/years". For any question where the response was "No Experience...", please enter "NA" for the follow-up question that asks "where, when and how" the experience was obtained. In replying to experience-related questions, you have been provided an opportunity to communicate not only THAT you have obtained the experience, but also **WHERE, WHEN, and HOW** you obtained said experience. **PLEASE NOTE THAT YOU ARE EXPECTED** to explain where, when, and how you obtained said experience. **PLEASE NOTE** that the "Work Experience" section of your application should coincide with and corroborate the **WHERE, WHEN, and HOW** aspects of your experience. **ALL CITED EXPERIENCE IS EXPECTED TO CORRELATE TO AN EMPLOYMENT ENTRY** in the "Work Experience" section of the application. Are you ready to proceed?

Yes

* 15. Experience working as a toll collector

Less than 6 Months

6 Months - 1 Year

1+ to 3 Years

3+ Years

* 16. For question 15, please provide where, when and how you gained this experience. If you no longer work for a referenced employer, please state the reason for leaving. If you have no experience, please enter "NA".

* 17. Experience handling cash and making change; for example, experience working as a cashier

Less than 6 Months

6 Months - 1 Year

1+ to 3 Years

3+ Years

* 18. For question 17, please provide where, when and how you gained this experience. If you no longer work for a referenced employer, please state the reason for leaving. If you have no experience, please enter "NA".

* 19. Experience providing customer service

Less than 6 Months

6 Months - 1 Year

1+ to 3 Years

3+ Years

* 20. For question 19, please provide where, when and how you gained this experience. If you no longer work for a referenced employer, please state the reason for leaving. If you have no experience, please enter "NA".

* Required Question