



IMPROVING MORE THAN JUST ROADS

Employment Opportunity

Position: Toll Operations Supervisor

Job Status: Full-Time

Job Location: 3461 Carmen Avenue, Rancho Viejo, TX 78575

Posting Date: July 5,2023

Website: <https://ccrma.org/about-us/about-careers/>

Closing Date: Until Filled

Salary: Based on Experience

General Description

This position is responsible for scheduling, supervising, and instructing Tolls staff according to our policies and procedures. Maintain the operational skills and competency of the Tolls Customer Service Representatives at an acceptable level. Maintain and oversee the physical and mechanical aspects of the facility and operations at an acceptable level.

Responsibilities

1. Supervises and manages toll collections and day to day operations throughout the assigned shifts.
2. Resolves customer service problems and/or disputes with toll transactions.
3. Manages special accounts.
4. Creates Reports.
5. Coordinates toll facility operations.
6. Effectively supervises department staff.
7. Handles cash.
8. Works under stressful or high-pressure situations and time sensitive projects/tasks.
9. Must be able to travel on occasions.
10. Prepares work schedules and general duties for Tolls Department.
11. Supervisor can also be asked to perform other duties including but not limited to the following: answer telephone, take messages, filing, prepare agendas, receive, sort, and prepare mail, coordinate/prepare office meetings or gatherings, order supplies, and some responsibilities might require the ability to drive. Shall perform other duties upon request.
12. Must be able to process confidential information.
13. Handling sensitive or confidential information with honesty and integrity.
14. Taking on additional tasks or projects to learn more about management and office operations.
15. Other duties may be assigned.



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Requirements

Experience and Education

Three (3) to five (5) years of Supervisor or management experience (transportation industry, call center, or customer service).

At least one (1) year of customer service experience, including customer dispute resolution experience.

Knowledge of cash collection.

Knowledge, Skills and Abilities

1. Ability to provide effective leadership to all assigned staff.
2. Ability to handle multiple tasks in a fast-paced environment while maintaining a composed attitude.
3. Ability to train and motivate employees.
4. Ability to problem solve, including resolving difficulties with management and employees with the ability to analyze data and evaluate factors to solve problems of a diverse nature.
5. Ability to exercise judgment within generally defined practices and policies to select methods and techniques for obtaining solutions.
6. Excellent computer skills including knowledge of a variety of computer software programs including Office Microsoft (Word, Excel, etc.)
7. Effective oral and written communication skills.
8. Bilingual is not required but preferred.
9. Ability to handle confidential information with a high level of discretion and establish and maintain essential records and files.
10. Ability to provide superior customer service.

Benefits: The CCRMA offers fringe benefits, **based on the category of employee**, including retirement Plan, health insurance benefits and paid holidays. CCRMA has a mandatory direct deposit payroll program. CCRMA is an equal opportunity employer and is in compliance with the Equal Employment Opportunity Commission.

Contact: HR Department

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