



MAINE TURNPIKE AUTHORITY
Job Description

Job Title: Director of EZPass Operations **Department:** Finance
Pay Range: Management/Confidential 23 **FLSA Status:** Exempt
Reports To: Chief Financial Officer

Summary

Reporting to the Chief Financial Officer, the Director of EZPass Operations is responsible for operational and managerial oversight of the Maine Turnpike Authority's EZPass Operations and Customer Service Department. Leading the MTA's customer service strategy includes the management of daily communications with patrons and MTA Customer Service staff, as well as oversight of EZPass Personal and Business Accounts, and Violation Enforcement. The Director also frequently manages financial and operational projects to meet the MTA's short and long-range goals of EZPass Operations and the Customer Service Department.

Essential Job Functions

These functions reflect management's assignment of essential duties; it does not prescribe or restrict all the tasks that may be assigned.

- Oversees the day-to-day operations of the MTA Customer Service Department, processing over 83 million annual transactions with approximately 400,000 accounts and about 700,000 transponders.
- Develops and implements new methods to improve the running of EZPass programs, including recommending changes in EZPass Programs that will increase efficiency, lower costs, and increase patron satisfaction; reviews policies and operating procedures for the customer service center; and recommends changes to the Chief Financial Officer.
- Works with the Executive Director and CFO in the planning and development of the continually evolving manual toll system and an Electronic Toll Collection (ETC) system, including the design and implementation of more sophisticated toll collection methods and future programs.
- Projects traffic levels and adjusts customer service collection operations accordingly, with final approval of staff schedules for all Customer Service employees.
- Assists in MTA's efforts to increase EZPass penetration, including decisions about discounts and plans and inter-operability with other facilities.
- Coordinates enforcement of penalties against toll violators.
- Ensures training of all Customer Service staff and personally oversees training of department supervisory staff.
- Oversees all payment and new application processing, which includes processing mail, verifying checks and applications for correctness, accurate computer data entry; printing, credit card transaction initiation; reconciliation of deposit runs, mailing new applications, and transponder fulfillment.
- Manages often large financial and operational projects (e.g., software selection and implementation, physical call center workspace, etc.) to meet short and long-range goals, in collaboration with MTA departments and outside vendors.
- Answers correspondence from patrons regarding account questions or problems in a timely and professional manner.
- Follows up on the collection of bad checks.
- Assists the Director of Communications and Government/Public Relations in the development of a successful marketing plan for EZPass and other public relations mailings.
- Works on projects and other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations under applicable law may be made to enable qualified individuals to perform these essential functions.

Supervisory Responsibilities

- Supervises daily work of the EZPass Manager and ETC Coordinators who collectively supervise all Customer Service staff.



- Ensures that the responsibilities, authorities, and accountability of all direct subordinates are defined and understood.
- Interviews and trains employees; appraises performance; rewards and disciplines employees; and motivates staff to achieve goals.

Position Qualifications

- Bachelor's degree in Accounting or Business Administration or a combination of directly relevant work experience and education may be considered; Master's Degree preferred.
- 10 years related customer service/Accounting/Business Management experience; recent experience with accounts receivable processing highly desirable.
- 5+ years staff management experience within a call center environment.
- Familiarity and experience with customer service operations.
- Familiar with all aspects of the EZPass Program, various account types, and violation enforcement strongly preferred.
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook); MS Publisher, MS Projects, and call center database experience.
- Strong project management skills.
- Initiative and independent judgment in maintaining and operating EZPass Programs.
- Ability to devise and install new work methods to ensure the efficiency of EZPass Programs.
- Excellent interpersonal, verbal communication and listening skills in order to establish and maintain collaborative working relationships with patrons, staff and colleagues; effective business writing skills.
- Ability to effectively present information and respond to questions from groups of managers, patrons, and the general public; and the ability to amicably resolve patron concerns and complaints.
- Ability to read, analyze, and interpret general business periodicals, safety rules, and procedural manuals.
- Strong analytical, mathematical, and problem-solving skills.
- Ability to apply common sense to carry out instructions furnished in written, verbal, or diagram form; to deal with problems involving several concrete variables in standardized situations; to adapt to specific needs as they arise to avoid problems and unnecessary delays; and ability to interpret written reports into concise codes for computer entry.
- Inquisitive nature and the ability to take calculated risks.
- Ability to recognize and make procedural changes that may be called for.
- Ability to be forward thinking and be an agent for change.

Working Conditions/Physical Demands

- Normal hours of work are eight (8) hours per day, forty (40) hours per week, Monday to Friday; may be subject to some non-routine hours during peak year-end periods; may be required to come in early or work late on occasion.
- Requires ability to work for long periods sitting in front of a computer and the ability to focus.
- Requires close visual acuity and ability to adjust focus quickly.
- Must be able to lift and move up to 15 pounds at times.
- Professional office work environment with infrequent travel to other work sites where there may be exposure to outside weather conditions and/or locales with mechanical equipment that may emit fumes.
- Ability to travel to other MTA sites.
- Ability to travel.