



Toll Booth Manager Job Description

Full Time Employee
Administrative
Exempt Position
Salary range: \$40,000 – \$60,000 DOE

General Description of Duties:

The Toll Booth Manager is a key administrative position responsible for managing all toll booth operations on the Bridge of the Gods. This position directly supervises all Toll Booth staff and is the primary point of contact for all toll collection, customer service, revenue handling, scheduling, and toll technology matters. The Toll Booth Manager ensures a high level of effectiveness, efficiency, and courtesy is achieved within the toll booth department and works collaboratively with Port management and other department heads to carry out the direction and focus of the Port.

The Toll Booth Manager is expected to become fully knowledgeable of all toll booth operations and is expected to have regular duty hours in the toll booth in order to understand, analyze, and continuously improve toll operations. The position manages the electronic tolling system and serves as the main point of contact with Port of Hood River, Neology, and other service providers for matters related to all electronic tolling operations and upgrades. The position coordinates with Port Administration for the safe and convenient transfer of toll revenue.

The Toll Booth Manager organizes schedules, sets priorities, and provides direct supervision for all toll booth employees. This position requires excellent communication skills and the ability to interact effectively with both customers and staff. The Toll Booth Manager is responsible for record keeping as required by the Operations Manager, seeking outside quotes for contract services per the Port's requisition policies, and purchasing materials and equipment as needed for toll booth operations.

The Toll Booth Manager is responsible for building and maintaining a positive team attitude and enhancing communication with Port staff and the community. The Toll Booth Manager prepares and implements the annual budget for toll booth operations and conducts annual evaluations of all toll booth employees. The position participates in the Port's annual budget process and provides data-driven insights and cost benefit analyses as directed by the Operations Manager.

Work Environment & Interpersonal Skills:

The Toll Booth Manager must demonstrate the ability to remain composed and professional under high-pressure, fast-paced conditions, maintaining a calm demeanor even during periods of peak operational stress. This role requires a proven track record in managing interpersonal conflict with tact and diplomacy, including the effective de-escalation of tense situations involving both staff and the traveling public. The ideal candidate will have demonstrated success in fostering a positive team morale, creating an environment where employees feel supported, motivated, and valued — even amid the unique challenges of toll booth operations.



Work is performed across a variety of environments, including small, confined toll booth spaces, a standard office setting, and outdoors on the bridge structure over water, as operational duties require. Candidates must be comfortable working in all weather conditions and in physically confined areas for extended periods. This position also requires flexibility in scheduling, including availability for evening and weekend shifts to meet the demands of continuous bridge operations.

Essential Duties:

Toll Booth Operations and BreezeBy Customer Service: (Requires 80% of Time)

- Interview and recommend for hire, and directly supervise all toll booth employees, managing workload and scheduling as needed.
 - Evaluate, analyze, and make continuous improvements in the operation of the Toll Booth.
 - Develop and implement the monthly staffing schedule based on the operational requirements of the Bridge of the Gods and the Port.
 - Create and implement training programs for Toll Collectors, including initial onboarding and ongoing professional development in areas such as customer service, traffic management and safety, signalization, flagging, and use of tolling technology.
 - Conduct annual performance evaluations of all Toll Collectors.
 - Ensure that all staff operate within Port and Toll Booth policies and procedures.
 - Develop, maintain, and annually update the Toll Booth Operations Manual and other relevant documents, and ensure manuals for all toll booth equipment and systems are up to date and that employees are properly trained and certified for their use.
 - Ensure a high degree of customer service and courtesy at all times.
 - Manage the electronic tolling system and serve as the main point of contact with Port of Hood River and Neology staff for all electronic tolling operations, upgrades, and technology transitions.
 - Periodically perform BreezeBy customer service functions in the Port office.
 - Coordinate with Port Administration for the safe and efficient transfer of Bridge of the Gods revenue.
 - Conduct regular safety inspections of the toll plaza and all related approaches and crossings to ensure they are safe for employees and the public.
 - Maintain positive working relationships with City of Cascade Locks, Hood River County Sheriff, ODOT, and WSDOT staff.
 - Maintain sufficient equipment, supplies, and tools inventory to maximize operational efficiency.
-
- **Planning and Administration: (Requires 20% of Time)**
 - Implement toll booth annual budget and track revenue and expenses.
 - Regularly prepare profit and loss analyses of toll booth operations and recommend measures to improve revenue performance and operational efficiency to the Operations Manager.

Non-Essential Duties:

- As assigned.

Supervision:

The Toll Booth Manager works under the supervision of the Operations Manager. Day-to-day activities are primarily self-directed. The Operations Manager provides the annual review with feedback from



others related to projects that cross over into other areas. New or unusual assignments or situations receive guidance from the Operations Manager or the Deputy Executive Director. Guidance is communicated orally and/or in writing, and results are reviewed for accuracy and to ensure use of proper methods. Other duties assigned vary related to projects or tasks as deemed necessary by the Port or supervisor.

Supervisory Responsibilities:

Directly supervises all Toll Booth staff and contractors.

Minimum Qualifications:

- **Education:** Associates Degree or 2 years of college or trade school study in a relevant field are preferred.
- **Experience:** Minimum of 3–5 years of supervisory experience in a relevant field. Experience in toll operations, customer service, or traffic management is preferred.
- **Approvals:** Must be bondable (*i.e., eligible for a surety bond, which will be verified through a background check*).
- **Certifications:** Possess and maintain a valid driver's license with a good driving record.
- Must pass pre-employment drug test and criminal background check.

Required Knowledge, Skills, Abilities:

- Working knowledge of toll booth operations, customer service best practices, and electronic tolling systems.
- Working knowledge of public labor law and best practices, including OSHA rules and regulations.
- Working knowledge of Microsoft Office Suite programs including Excel, Word, Outlook, PowerPoint, and SharePoint.
- Excellent verbal and written communication skills, especially interpersonal communication.
- Ability to work with the public in a professional manner and demeanor.
- Excellent judgment and discretion in confidential matters, with proven ability to protect private consumer information and financial data.
- Ability to coordinate and collaborate with others and develop and maintain excellent working relationships with ODOT, WSDOT, and other partner agencies.
- Proven ability to manage change and maintain a positive team attitude.

Physical Demands:

Requires strength and mobility for this setting, including prolonged sitting and use of computer. Work occasionally requires lifting objects weighing a maximum of 40 pounds each. Corrected vision sufficient for computer use.

Relationship With Others:

The Toll Booth Manager has regular telephone or in-person contact with members of the public, Port customers, employees of other departments, Port Commissioners, vendors and consultants, and other public agency staff to provide and exchange information. Contact typically involves providing and



clarifying information; resolving discrepancies; enforcing compliance with rules and Port policies; and communicating Port policies and procedures. Communication may be both oral and written.

I acknowledge that I understand and agree to perform the duties and responsibilities of the Toll Booth Manager position.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____