



## TOLL COLLECTOR

Departmental Open

Exam Code: 4TR79

Department: Caltrans

Bulletin Revision Date: 8/01/2017

Testing Period: Spring 2018

Monthly Salary: \$2,941.00 to \$3,680.00

Examination Type: SPOT Examination

Location: Caltrans District 04 - Oakland

### INTRODUCTION

Caltrans is pleased to announce the posting of the Toll Collector examination. Candidates may only establish eligibility in Caltrans District 4 - Oakland.

### EQUAL EMPLOYMENT OPPORTUNITY

Caltrans is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

### DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the trust placed in public servants.

### FILING INSTRUCTIONS

The Online Examination must be submitted during the testing period listed on this bulletin.

MAILED, FAXED, OR E-MAILED APPLICATIONS WILL **NOT** BE ACCEPTED.

### TO ACCESS THE ONLINE EXAMINATION VISIT:

Link to the Online Examination will be provided here during the testing period, Spring 2018.

## POSITION STATEMENT

According to vehicle classification, the incumbent assesses, collects, and registers tolls in the form of cash, charge account, or ticket for all types of vehicles passing through an assigned toll lane; makes change and prepares and issues machine-printed or handwritten charge tags and cash receipts as required; verifies the validity of charge plates and various types of tickets, and confiscates those which are found to be invalid; watches for counterfeit, foreign, or mutilated monies; sells and registers the sale of commute books; prepares a daily report of collections and commute book sales and inventory; may direct traffic and give information to the public regarding points of interest and traffic directions; watches for designated vehicles or persons; may appear and testify in court in the prosecution of law violators; enforces special rules and regulations pertinent to toll collections and the safety of property and bridge traffic; may prepare reports.

## ELIGIBLE LIST INFORMATION

A Departmental Open spot eligible list will be established for Caltrans in District 04 - Oakland. The names of successful competitors will be merged onto the list in order of final scores, regardless of date. Competitor's eligibility will expire 24 months after placement on the eligible list unless the conditions of the list warrant a change in this period.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

Candidates who meet the minimum qualifications, as stated on this examination announcement, may apply for this examination. All applicants must meet the education and/or experience requirements for this examination by the last day of the online testing period. **Once you have taken the examination, you may not re-take the examination for 18 months.**

You must certify during the online examination process that you read, understand, and possess the minimum qualifications required, and that the information provided is true and complete to the best of your knowledge.

Please click on the link below to review the official California State Personnel Board class specification: <http://www.calhr.ca.gov/state-hr-professionals/pages/1707.aspx>

## MINIMUM QUALIFICATIONS

### Either I

One year of experience in the California state service performing the duties of a Service Assistant (Toll Collection).

### Or II

Two years of work experience or military experience. (Education beyond the twelfth grade may be substituted for the required experience on a year-for-year basis.).

### Or III

One year of experience in clerical, cashiering, or record-keeping work, or in a position requiring frequent responsible public contact.

## EXAMINATION INFORMATION

This examination will consist of an Online Examination weighted 100%. Candidates will be required to answer multiple choice questions related to: Math, English, and Grammar, and months of experience performing relevant tasks. In order to obtain a position on the eligible list, a minimum score of 70% must be attained.

## **KNOWLEDGE AND ABILITIES**

### **Knowledge of:**

1. United States currency to properly complete cash transactions
2. Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, and error-free
3. Basic mathematical operations (e.g., addition, subtraction, multiplication, division) to perform work related duties

### **Ability to:**

1. Learn and understand laws, rules, and regulations pertinent to toll collections and the safety of property and bridge traffic
2. Concentrate on a familiar and routine procedure
3. Evaluate situations accurately and determine appropriate actions and/or solutions
4. Prepare forms and documents using proper grammar, punctuation, and sentence structure
5. Understand information received in writing to complete assigned tasks
6. Read and comprehend documents (e.g., reports, memos, manuals, policies, procedures, standards, regulations) at a level required for successful job performance
7. Communicate in the English language to complete job related duties
8. Communicate tactfully with various individuals (e.g., co-workers, patrons) under trying conditions and work effectively under pressure
9. Perform basic mathematical (e.g., addition, subtraction, multiplication, division) computations with speed and accuracy
10. Use and comprehend numerical data for various toll collection situations
11. Perform repetitive technical work with a high rate of accuracy in a timely manner

## **SPECIAL PERSONAL CHARACTERISTICS**

Ability to qualify for a fidelity bond (all new hires will be fingerprinted); willingness to work on either a rotating or broken shift or on a fixed assignment to the day, swing, or graveyard shifts; willingness to work on weekends or holidays and to work extended hours whenever traffic or other emergencies arise; honest: refrains from making knowingly false statements or being deceptive or fraudulent; ethical: aware of ethical aspects of behavior; maintain a neat and clean personal appearance; willingness to work under strict discipline.

## **SPECIAL PHYSICAL REQUIREMENTS**

Ability to remain in a confined area for long periods of time; hearing adequate for job performance; capacity to transport weights of at least 35 pounds.

## **ADDITIONAL DESIRABLE QUALIFICATIONS**

Education equivalent to completion of the twelfth grade.

## **VETERANS' PREFERENCE**

Veterans' Preference will be applied to those competitors who are successful in this examination and who qualify for, and have requested, Veterans' Preference through the California Department of Human Resources.

## **CAREER CREDITS**

Career Credits will not be added to the final score of this examination.

## CONTACT INFORMATION

For more information regarding this examination, please contact the examination receptionist at (916) 227-7858.

## GENERAL INFORMATION

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**Caltrans** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans' Preference:** Pursuant to Assembly Bill 372, Veterans' Preference will be awarded as follows, starting January 1, 2014:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an open examination, shall be ranked in the top rank of the resulting eligibility list.
2. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.
3. Veterans' Preference is not granted once a person achieves permanent civil service status (Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference).

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (CalHR Form 1093) which is available at <https://jobs.ca.gov/Public/Jobs/Veterans.aspx>, the CalHR, or the Department of Veterans Affairs.

**TTY** is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

*For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to Caltrans, Office of Examinations and Recruitment Services, P.O. Box 168036, MS 86, Sacramento, CA 95816. Voice (916) 227-7858 California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.*