



MIDLAND EXPRESSWAY LTD

JOB DESCRIPTION

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| Job Title: | Toll Assistant |
| Line Manager: | Shift Supervisor |
| Responsible to: | Tolling Services Manager |

Purpose of the Job

- To provide a prompt, courteous and efficient service to all customers by assisting their needs.
- To be responsible to the Shift Supervisor for the collection and accountability of toll monies received from customers using the toll road.
- Toll Assistant's provide a 24/7 shift operation.

Key Tasks/Job Areas

- To collect cash, euro notes and issue receipts as required.
- To record different types of payment by means of console controls.
- To count monies collected at the end of the shift.
- To return all float monies, cash cards, vouchers & completed shift reports at the end of each shift.
- To deposit cash from toll booth collection and cash card collection.
- To lane assist in automatic lanes at all plazas and service the needs of all customers (changing customers £/€ notes, giving directions, educating customers in the benefit of automatic payments)
- To promote automatic means of payments.
- To assist and educate the customers in the benefits of paying by card.
- To assist the general public as necessary in respect of:-
 - Break down support
 - Traffic difficulties and hold-ups in the toll booth area
 - Providing information on request
 - Obtaining Supervisor assistance when required and necessary
- Distributing information / promotion leaflets to customers in manual and automatic lanes.
- To carry out and comply with recognised procedures & guidelines.
- Operation of Tolling Collection System.

- Role requires working at mainline plazas, which includes an element of lone working.
- Role requires working outside in the automatic lanes in all weathers.
- Role requires rotating duties between booth & lane assisting
- To provide additional shift cover as and when necessary.
- To operate as a Toll Assistant at all times and not just a Toll Collector by delivering excellent customer service and assisting customers what ever their requirements.
- Any other duties associated with this position as assigned by the Shift Supervisor.
- Own transport / driving licence essential in order to access stations.