



TOLL COLLECTOR
Departmental Open
EXAM ID: 4TR79

Department(s):	CALTRANS
Bulletin Release Date:	OCTOBER 3, 2014
Final Filing Date:	CONTINUOUS FILING – As Needed
Cut Off Date:	OCTOBER 31, 2014
Salary:	MONTHLY-RANGED-SALARY - \$2,759.00 to \$3,452.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-time Limited Term Intermittent
Exam Type:	SPOT Exam
Location(s):	Dist 04 Caltrans Oakland

INTRODUCTION

Caltrans is pleased to announce the posting of the Toll Collector examination. Applications will be accepted on a continuous basis. Testing is considered continuous, as online examinations will be scored as needed. Candidates may only establish eligibility in Caltrans District 4-Oakland.

EEO

Caltrans strives to maintain a diverse workforce and be an equal opportunity employer to all regardless of political affiliation, race, religious creed, color, national origin, ancestry, disability, medical condition, marital status, sex, gender, gender identity, gender expression, age, or 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.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply for this examination. Once you have taken the examination, you may retake the online examination for twelve (12) months.

FILING INSTRUCTIONS

The Online Examination must be submitted no later than 5pm on the cutoff date listed on this bulletin. MAILED, FAXED, OR E-MAILED APPLICATIONS WILL NOT BE ACCEPTED.

TO ACCESS THE ONLINE EXAMINATION VISIT:

<https://www.research.net/s/TollCollectorExam>

POSITION STATEMENT

Under direction, Toll Collectors assess, collect and register rolls, and account for money on a State-owned toll bridge.

The incumbent 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; and may prepare reports.

ELIGIBLE LIST INFORMATION

A Departmental Open spot eligible list will be established for the Department of Transportation in District 4-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 twelve (12) 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

All applicants must meet the education and/or experience requirements for this examination by the cutoff date listed on this bulletin. 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.

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.

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>

EXAMINATION INFORMATION

This examination will consist of an Online Examination weighted 100%. Candidates will be required to answer multiple choice questions related to: Arithmetic, 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.

Click [HERE](#) to take the **Online Examination**.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. Main roads, principal streets and points of interest within the general vicinity of the bridge where employed

Ability to:

1. Read and write English at a level required for successful job performance
2. Communicate effectively and deal tactfully with the public under trying conditions and work effectively under pressure
3. Evaluate situations accurately and take effective action
4. Remember license numbers, faces, and incidents
5. Make arithmetical computations rapidly and accurately
6. Learn and understand laws, rules, and regulations pertinent to toll collections and the safety of property and bridge traffic

7. Follow directions
8. Concentrate on a familiar and routine procedure
9. Write legibly and spell correctly
10. Prepare accurate and complete reports
11. Identify commute books and passes accurately

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 report for duty or work additional hours whenever traffic or other emergencies arise; tact; firmness; patience; reliability; punctuality; neat personal appearance; willingness to work under strict discipline; keenness of observation.

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. Veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference.

CAREER CREDITS

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

CONTACT INFORMATION

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

GENERAL INFORMATION

For an examination without a written feature, it is the candidate's responsibility to contact **the testing department** three weeks after the final filing date if he/she has not received his/her notice.

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.

The testing department 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 <http://jobs.ca.gov/Job/VeteransInformation> or from the California Department of Human Resources, 1515 "S" Street, North Building, Suite 400, Sacramento, CA 95811 and 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 the California Department of Transportation, 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.