



JOB TITLE:	PROGRAM MANAGER, ELECTRONIC REVENUE OPERATIONS	DIVISION:	DISTRICT – ELECTRONIC TOLLING
REPORTS TO:	DIRECTOR OF BUDGET & ELECTRONIC REVENUE	EEO CATEGORY:	02 – PROFESSIONAL
FLSA:	EXEMPT	SAFETY- SENSITIVE:	NO
CLASSIFICATION:	NON-REPRESENTED	LOCATION:	SAN FRANCISCO

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Position Summary

Under general direction of the Director of Budget and Electronic Revenue, the Electronic Revenue Collection Programs Manager is responsible for overseeing the daily functionality and collecting revenue accurately especially for the AET program and Clipper program. This position is responsible for leading the daily operations of the District’s toll and electronic fares programs to oversee activities such as contractual requirements, lead new/enhanced system improvements, and resolve current operational issues. In addition, this position is responsible for actively monitoring the daily transaction processing for transit, tolls, traffic and passenger volumes, revenue, and system budget and cost. The Manager will coordinate and work with other District staff responsible for system maintenance, technical functionality and customer issues to aid in uncovering and addressing system issues before they escalate. This position will identify and suggest program/policy improvements to the AET program and Clipper program.

The position is responsible for working with customers, AET technical specialists and contractors, Clipper technical specialists and contractors, accounting staff, regional customer service center (CSC) staff, Clipper Service Bureau (CSB) staff, toll system vendor staff, regional Clipper partner agencies, third party vendors that supply the system hardware and software, bridge customers, contracted customer service center staff, Metropolitan Transportation Commission (MTC) staff, Bay Area Toll Authority (BATA) staff, California and out of state Department of Motor Vehicles (DMV) and collections agencies to ensure that license plate toll transactions and revenues are being processed effectively and efficiently. In addition, this position will participate in the regional/national toll committees such as California Toll Operators Committee (CTOC), 6C coalition, and IBTTA.



Essential Responsibilities

- Track system issues and facilitate resolution
- Oversee contract and program compliance
- Coordinate and oversee contractor change enhancements to programs, changes to business rules, and oversee toll policy
- Coordinate and participate with regional partner agencies and statewide/national committees
- Support future generation work on toll system and back office functions
- Support operations with program managing changes, upgrades or implementation of new technical e-fare functionality
- Provides exceptional customer service to the public, possess an analytical aptitude, and detailed oriented while presenting the broader perspective to management
- Performs variance and trend analyses on daily traffic/passenger and revenue volumes
- Audits transaction flow from the lane to revenue collection at the CSC system to ensure end-to-end system performance
- Completely understands CSC reporting on transaction processing and works with the CSC to improve reporting
- Responsible for performance standard monitoring and management reporting
- Ensures proper project documentation control and facilitates weekly/monthly status meetings
- Works proactively to identify issues with transaction processing and/or revenue collection
- Develops and presents possible corrective actions when issues arise
- Create reports for management regarding toll revenues and traffic
- Works with all levels of District personnel and vendor/contractor personnel to ensure transaction processing systems are operating properly at all times
- Monitors and maintains efficient DMV processing of transactions and toll collection from out of state vehicles
- Monitors performance of the violation enforcement system at the Golden Gate Bridge
- Audits violation notice generation, collections and DMV hold processes to ensure transactions are being handled correctly
- Collects and analyzes data on various violation collection methods at Golden Gate Bridge and throughout California to ensure Golden Gate Bridge utilizes the most efficient methods
- Develops and monitors budget of the programs
- Monitors cost of system integration and initiates solutions to reduce costs
- Reviews Automatic Electronic Tolling (License Plate/Fastrak) and Clipper data to ensure accurate fares are being collected and analyzes data trends
- Supports District staff responsible for system maintenance, customer issues, and program management, shares information and identifies opportunities to improve toll collection system performance
- Ensures that the District maximizes electronic revenue of tolls and transit fares
- Supports the operations of contracted third party cash payment networks and District Clipper networks including Clipper bus and ferry operations staff
- Knows and follows the safety and health rules and safe working practices applicable to his or her job



- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service.
- Performs additional related duties as assigned
- Regular and reliable attendance and performance is required

Required Knowledge, Skills and Abilities

Knowledge of:

- Project management, preferably in a technical systems environment
- Strong organizational and administrative skills, including the ability to prioritize job functions to meet deadlines and ensure smooth workflow

Skill in or Ability to:

- Work in a fast-paced, high-energy, high productivity environment
- Gather complex, diverse information and research data; uses intuition and experience to complement data and present analyses
- Partner with others to collaborate and resolve issues
- Anticipate challenges and troubleshoot effectively
- Mentor staff to grow and excel
- Perform strategic planning to develop and implement new initiatives
- Perform analysis on toll and fares and financial data to inform strategic decisions
- Develop consultant and technology procurements, negotiate contracts, and resolve contract disputes
- Lead, advise, or support others when assigned to special projects
- Communicate effectively, both orally and in writing
- Be self-disciplined and motivated to plan, prioritize, and carry out assigned business duties and meet deadlines independently
- Establish and maintain cooperative effective working relationships with all levels of the organization and partner agencies
- Apply strong analytical reasoning in a variety of situations
- Prepare and present narrative and statistical reports
- Successfully handle multiple, concurrent priorities
- Reason logically and creatively to assist in developing sound solutions to management problems
- Collect, synthesize, and analyze a wide variety of information confidentially
- Demonstrate business acumen, integrity, and good judgment
- Demonstrate proficiency at an intermediate level of skill using computers and applicable software, specifically all Microsoft Office applications (Excel and Word)
- Demonstrate strong customer service skills to both internal and external customers
- Demonstrate flexibility in emergency operations support and back up of the electronic payment systems



Minimum Qualifications

Education and Experience Requirements:

- Bachelor's degree in Accounting, Finance, Economics, Public or Business Administration or related field. Additional qualifying position-related experience may be substituted on a year-for-year basis in lieu of the education requirement
- Five years of progressive full-time, recent position-related experience in data analysis, financial analysis, managing customer service operations, collection processing, maximizing revenue collection, or relevant administrative process analysis

Preferred Qualifications:

- Public sector experience, working with teams, and group facilitation skills experience
- Technical program management experience
- Demonstrated experience in working with computerized financial accounting systems
- Background in working with back end technical contractors, Operational systems, collections, DMV processing
- Demonstrated knowledge of electronic payment systems and experience managing technical contracts, including the enforcement of performance requirements, identification and resolution of system anomalies, and the ability to perform query development and analysis
- Demonstrated ability to work with multiple partners to achieve project goals and address issues
- Demonstrated ability to work with and resolve complex customer service issues

Required License: Must possess and maintain a current, valid California Driver's License and satisfactory driving record.

Physical Requirements:

- Mobility to work in a typical office setting
- Must have sufficient strength to lift and carry boxes of materials weighing up to 50 pounds
- Must be flexible in working to meet short turnaround deadlines
- Ability to read printed materials and a computer screen
- Ability to communicate in person and over the telephone
- Routine use of computer, telephone and other office equipment
- Ability to travel to District facilities
- Must be available after hours for problem solving if needed