



Rhode Island Turnpike and Bridge Authority
P.O. Box 437 | Jamestown, Rhode Island 02835-0437

Violations Manager

May perform one or more of the following:

Violations manager is responsible for assisting the Manager of Tolling and Operations in the oversight of E-ZPass toll violations department. In addition provide support to the CSC manager on all Customer service functions, including the Call Center, Violations processing, Operations and Walk-in Center.

This position will report directly to the Director of Tolling and Operations and will work closely with several key functional departmental managers.

Key Functions

- Provide Outstanding Customer Service by proactively reaching out to customers with case updates.
- Manage phone calls, e-mail and other correspondence; engage with customers to complete cases.
- Advise customers on corrective measures and necessary action items to resolve violations. Update customers on case status changes
- Keep account management software up to date at all times.
- Maintain, update and organize RI Traffic Tribunal documents and coordinate with RITBA lawyers
- Assist in identifying areas of improvements to processes to increase productivity, enhance the customer experience, and reduce costs and risks through operational and technological enhancements.
- Assist in the tracking and monitoring of key violations department metrics
- Monitor customer escalations, issue trends and workload forecasting
- Provide client support on inquiries and special requests
- Identify opportunities for additional revenue by gaining a thorough understanding of the RITBA business needs and assist with developing proposals for such opportunities
- Work closely with vendors/subcontractors to ensure that quality standards are met

Qualifications

- This individual must have a proven ability to be detail oriented and analytical
- Strong communication and customer service skills
- Minimum three years experience in the Electronic Toll Collection Industry
- Experience in violation processing and the Traffic Tribunal court system
- At least one year in a supervisory position in the Electronic Toll Collection Industry
- Ability to prepare various reports and summaries for review, distribution and follow up
- Ability to work independently with limited management supervision
- Demonstrate strong organizational, multi-tasking and interpersonal communications skills
- The individual in this position must have strong analytical and verbal/written communications skills.

Education

A Bachelor's Degree, is preferred

Application Procedure

- Please send cover letter, resume and RITBA general employment application to:
 - Marianne Durgin, Executive Assistant to the Director
Rhode Island Turnpike and Bridge Authority, PO Box 437, Jamestown, RI 02835
 - Or electronically to: MDurgin@ritba.org
 - For questions please call: 401-423-0800
 - Closing Date: July 26, 2017

- The Authority offers a competitive package, including a 401K plan and health benefits. Salary is commensurate with experience.

- The Rhode Island Turnpike and Bridge Authority is an equal opportunity employer.