

JOB DESCRIPTION

NEW YORK STATE BRIDGE AUTHORITY (NYSBA) DIRECTOR of ELECTRONIC TOLLING E-ZPass/ Tolls By Mail Program

Reporting directly to the Executive Director, the Director of Electronic Tolling is directly responsible for overall customer service, contract management of all contracts that fall under the purview of E-ZPass and electronic tolling and management of all AET related NYSBA related personnel. Three major contracts are overseen by the Department of Electronic Tolling:

1. E-ZPass NY Customer Service Center consisting of Tolls By Mail Customer Service, E-ZPass Customer Service and Back Office Transaction Processing of all tolls;
2. Collections of NYSBA receivables, consisting primarily of All Electronic Tolling (AET) Unpaid Tolls; and
3. AET Toll Systems Provider (TSP)/Integrator.

The Director of Electronic Tolling is expected to serve as the Authority's active representative to the E-ZPass Interagency Group, a cooperative association of tolling entities administering the common policies, procurements and reciprocal activities of the E-ZPass Group. They will also participate in program audits and ensure compliance with all necessary contract requirements. They will also ensure that the contractor is complying with regular software and firmware updates and maintaining strong password policies and adhering to the Authority's cyber security requirements.

Finally, the Director of Electronic Tolling is responsible for the oversight, management and training of NYSBA staff within the Electronic Tolling Department dedicated to its support activities.

The responsibilities of the AET Director includes:

E-ZPass Customer Service Contract

ACTIVITY Monitor, review and evaluate the E-ZPass customer service program, including both vendor performance and NYSBA staff.

TASKS

1. Review service level agreements set forth in the E-ZPass CSC Contract and NYSTA-NYSBA MOU, to ensure contract requirements are met.
2. Review all customer facing platforms (toll-free number, IVR, E-ZPass website, TBM Website, mobile app) for accuracy and recommend changes to improve overall customer experience
3. Maintains regular interaction with contractor E-ZPass program management to identify problems and develop mechanisms to address customer service issues
4. Monitors performance of customer service representatives and implements training, employee review and other procedural changes as needed. Reviews and evaluates trends related to written and verbal service complaints and implements changes as needed'
5. Develops and maintains a management reporting system to keep management abreast of E-ZPass Customer Service Program.

2. Monitor content for customer facing platforms(toll-free number, IVR, Tolls by Mail website, TBM website) for accuracy, and recommend changes to improve the overall customer experience
3. Maintain regular interaction with NYSTA and CSC Contractor for Tolls by Mail program management to identify problems and develop mechanisms to address customer service issues
4. Develop and maintain a management reporting system to keep management abreast of E-ZPass Customer Service Program

NYSBA Collections Contract Oversight

ACTIVITY Responsible for overall management of the multimillion-dollar collections contract, which is utilized to collect on receivables, related to AET. These are primarily Unpaid Tolls from Toll Lanes and occasionally other miscellaneous obligations related to the use of NYSBA bridges.

TASKS

1. Oversee NYSBA Collections Contract to ensure invoice review, customer settlements, file transfer facilitation, contract issues/oversight, escalated customer account issues, compliance with debt collection policies/standards, provision of monthly reports as well as liaison between the collections contractor and NYSBA.

NYSBA DMV Suspension Program

ACTIVITY: Responsible for the oversight of the DMV Suspension Program as it relates to AET.

TASKS

1. Oversee and direct staff to gather data and provide analysis of findings regarding suspension program in order to prepare monthly reporting; review analysis of data provided and drafting reports to executive management.
2. Reviews analysis of data and recommendations provided by staff in order to ensure all aspects of Program are following the established policies and procedures

NYSBA Toll System Provider Contract

ACTIVITY: Responsible for management of All Electronic Toll System Provider contract.

TASKS

1. Ensure that service levels are appropriate and system KPIs are achieved. Insure Contractor is held accountable for system reliability. Serve as liaison between Toll System contractor and E-ZPass CSC contractor to mitigate any issues and ensure reliability of E-ZPass and TBM image based transaction data transfers.
2. Manage change orders and enhancements through the contract as required.
3. Coordinate/facilitate internal functions supporting the TSP contract with the provider

Other Duties

E-ZPass Interagency Group (IAG) – The IAG is comprised of 30 tolling agencies across 17 states that work cooperatively and interoperable to provide a seamless experience of electronic toll collection via the E-ZPass brand.

ACTIVITY: Participate at the committee level as directed to represent NYSBA's interests as a full member of the IAG and to further the common goals of the E-ZPass Group. Support change management activities associated technology enhancements and further expansion of the E-ZPass group and national reciprocity.

Collaboration with Other Authority Functions – The operations and maintenance of the AET Program required coordination and collaboration with other Authority functions including, but not limited to: Engineering, Maintenance, Toll Systems Maintenance, IT, Public Information, and Traffic/Security.

ACTIVITY: Participation individually and in groups with other functions to ensure the ongoing operations and efficiency of the AET program. Coordinating specific activities including: systems maintenance supported internally, construction and maintenance impact on the toll systems, upgrades and maintenance to the Authority systems/applications, and ensuring the traveling public is provided all necessary support to safely and efficiently utilize the Authority's five vehicular crossings.

Any other activities assigned by the Executive Director