

THE PORT AUTHORITY OF NY & NJ
Tunnels, Bridges and Terminals Department
E-ZPass Programs

JOB TITLE: Program Manager, Toll Revenue Collection - Operations

LOCATION: World Trade Center, New York City

RESPONSIBILITIES:

Reporting to the Program Director of Toll Systems & Revenue Operations, the selected candidate will be responsible for overseeing all aspects of toll revenue operations for TB&T. The successful candidate will lead a team of 16 professional staff, including technical agency staff and contractors engaged in toll revenue operations work, including, but not limited to, the multi-agency back office contracts for E-Z Pass and Tolls-by-Mail, cash toll collection systems maintenance and reporting, toll tag procurements and issuance, account management for E-Z Pass / Tolls-by-Mail and toll violations, monthly performance metrics, account disputes and credits, toll violation enforcement initiatives, revenue recovery programs for tolls and fees, contracts for collection services and outside counsel on litigation, and managing tolling accounts and tag issuance, customer inquiries, and certifications for specialized tolling programs for staff and emergency vehicles.

QUALIFICATIONS:

- Bachelor's Degree in Business Administration, Finance, Public Administration, Technology Systems, or related field from an accredited college or university.
 - Demonstrated ability to manage a large staff
 - Demonstrated ability to manage and resolve conflict
 - Must possess excellent analytical and problem solving skill
 - Demonstrated proficiency in MS Excel, Word, Access and PowerPoint
 - Must possess excellent written/oral communications and interpersonal skills
 - Must possess the ability to work both independently and as part of a team
 - Have the ability to work under pressure and meet multiple deadlines while achieving the required results.
 - Have the ability to make quality recommendations and persuade others
- Valid Driver's License.

STRONG DESIRABLES:

The ideal candidate will present the following qualifications profile:

- Experience in managing the operations of a revenue collection processing or customer service center.
- Experience in managing contracts, preferably greater than one million dollars in value and containing performance level requirements.

COMPENSATION & BENEFITS:

The Port Authority of NY & NJ offers a competitive salary, an outstanding benefits package and a professional environment that supports development and recognizes achievement.

HOW TO APPLY:

Interested candidates can view the full job description and apply online by visiting our careers website at: **www.JoinThePortAuthority.com**. Click on "View all Jobs" – Find the job title or Job ID 32986 in the list of posted jobs, and submit your resume.

EQUAL OPPORTUNITY EMPLOYER

The Port Authority of New York and New Jersey/Port Authority Trans-Hudson (PATH) is an Equal Opportunity Employer.