Cofiroute USA is an American Company which is owned by VINCI, a global leader in highway development, tolling, operations, and consulting. We strive to provide advanced tolling and mobility services and solutions to the transportation industry. Our mission is to help our customers achieve all electronic toll collection, traffic operations and customer service excellence through world-class operations management and strategic consulting services and innovative software solutions.

Cofiroute USA is under contract to the Orange County Transportation Authority ("OCTA") and Riverside County Transportation Commission ("RCTC") to provide turnkey operation of the 91 Express Lanes toll facility. Cofiroute also provides Pay by Mail processing, collections, and customer services on five motorways and expressways in Texas.

We focus on maintaining a positive quality of life and work balance for all employees. Our ultimate goal is to provide such an environment in which you will enjoy coming into work daily! We recognize talent, effort and dedication and we reward these distinctive qualities.

**MAJOR DUTIES AND RESPONSIBILITIES**

Include the following. Other duties may be assigned. The order of the duties listed does not represent the importance and/or percent of time dedicated to each duty.

- Operations planning and the on-going CSC Operation
- Directs the management of the company’s customer service and violations processing teams.
- Ability to effectively handle the liaison role with clients and end customers delivering a program focused around responsiveness and a service-driven organization.
- Confers and cooperates with other program management personnel in formulating operating and management policies and procedures.
- Develop and oversee training programs which support operational performance through efficient training and development programs delivering a high level of provided service and incorporation of best practices.
- Review and analyze operational performance reports ensuring adherence to key performance metrics.
- Implementation of program enhancement and implementation of improvements to support long
term program growth and increased operational efficiencies.

- Approves requisitions for equipment, materials, and supplies with responsibility for setting of and adherence to departmental budgets.
- Reviews ongoing performance results to targets, taking corrective measures as needed.
- Participates in daily, weekly, monthly and annual planning process as appropriate.
- Participation in strategic planning and execution to enhance profitability, productivity and efficiency throughout the company’s operations.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated ability to deliver results to the appropriate quality and timeline metrics.
- Strong interpersonal skills; ability to develop and maintain cooperative working relationships.
- Excellent customer service skills with the ability to resolve escalated issues.
- Detailed understanding of tolling systems.
- Strong business acumen and ability to define and achieve financial goals.
- Prior experience developing and implementing business rules, policies, plans, and procedures.
- Excellent analytical, organizational and follow up skills.
- Knowledge and proficiency in Word, Excel, Outlook and PowerPoint applications.
- Ability to deal with a variety of abstract and concrete variables.
- Must be able to communicate effectively, both verbal and written.
- Ability to multi-task and work/deliver under pressure.

SUPERVISORY RESPONSIBILITIES

Is responsible for the overall direction, coordination, and evaluation of Customer Service/Processing Operations. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws.

EDUCATION AND/OR EXPERIENCE

- Bachelor’s Degree or equivalent experience/training in Customer Service/Operations.
- Five years’ experience with CSC management
- Three years’ experience in toll industry customer service and collections services
- Experience with multi-channel customer contact center and systems

PHYSICAL DEMANDS

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use the computer for an
The employee is required to have the ability to stand, walk, reach with hands and arm, stoop and kneel, travel in an airplane, visit a construction site during active construction, and work with a varied of individuals and disciplines.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The typical noise level in the environment is usually moderate. The noise level on the construction site may be greater than moderate due to the operation of certain construction equipment and the noise of traffic on nearby freeway surfaces. Some travel is required.

**COMPANY BENEFITS**

We offer a comprehensive benefits package designed to help our employees meet their responsibilities at home and at work, and to improve their quality of life. The following are a list of benefits we offer:

- Medical, Dental and Vision Insurance after 30 days of employment
- Company paid Basic Life, AD&D, Short Term & Long-Term Disability
- 401(k) Retirement Plan with company matching
- Paid Vacation, Sick and Holiday pay
- Employee Assistance Program
- Flexible Spending Account Plan
- Tuition Reimbursement Program