

## JOB DESCRIPTION

### NEW YORK STATE BRIDGE AUTHORITY (NYSBA)

#### SENIOR ADMINISTRATIVE ANALYST

Under the general direction of the Toll Audit Manager, the Senior Administrative Analyst is responsible for providing detailed analytical support in monitoring and improving the daily E-ZPass and Tolls by Mail transaction processing from the Roadside System to the Back Office.

The Senior Administrative Analyst participates in special projects for tolling and electronic revenue programs. These will include the ongoing monitoring and analysis of a Debt Collection program with a third party contractor; and the startup and ongoing analysis of a DMV Registration Hold program as well as an E-ZPass Marketing program. The Senior Administrative Analyst is also responsible for resolving operational and functional issues of the E-ZPass program, proactively identifying program and customer related issues including system maintenance, customer service functions with regular direct customer contact, and identifying integrator issues to aid in uncovering and addressing system issues. Other responsibilities include data trend analysis, program analysis, reconciliation of financial and programmatic contract issues, and creating/revising toll collection reports for management of the tolling program at the Authority. The Senior Administrative Analyst position will be required to have advanced knowledge of Microsoft products such as Word, Excel, and PowerPoint.

The responsibilities of the Senior Administrative Analyst include:

#### NYSBA Collections Contract Oversight

**ACTIVITY** Assist in daily management and audit of NYSBA Collections process, utilized to collect on receivables related to Tolls by Mail program. These are primarily unpaid tolls and occasionally other miscellaneous obligations related to the use of NYSBA bridges.

#### **TASKS**

1. Facilitate collections related invoice review, customer settlements, file transfer issues, escalated customer account issues, compliance with debt collection policies/standards, provision of monthly reports as well as liaison between the collections contractor and NYSBA.
2. Analyze data on various toll violation collection methods and reports on the most efficient methods;
3. Develop and present possible corrective actions when issues arise
4. Work proactively to identify issues with transaction processing and/or revenue collection
5. Ensure proper project documentation control and actively participate in weekly/monthly status meetings
6. Extend exceptional customer service to the public

### NYSBA DMV Suspension Program

ACTIVITY: Responsible for the administration of the DMV Suspension Program as it relates to Tolls by Mail violations

TASKS:

1. Oversee and interface with contractor staff responsible for gathering data for placing delinquent accounts in a DMV Hold/Suspension status.
2. Interface with partner agencies and state DMV staff to administer DMV Suspension program
3. Provide ongoing analysis of suspension program in order to prepare monthly reporting; review analysis of data provided and draft reports to Director.
4. Assist in drafting and maintaining policies and procedures and work instructions related to DMV Suspension program
5. Develop, implement and refine procedures for NY State DMV Suspension program and any Reciprocal Programs.
6. Conduct weekly meetings with collection company staff to identify and resolve current issues and review action items from previous meeting.

### E-ZPass / Tolls by Mail Customer Service

ACTIVITY: Monitor, review and analyze E-ZPass and Tolls by Mail customer activity and trends, including vendor performance.

TASKS:

1. Develop ongoing trend analysis related to service complaints and implement changes, if needed
2. Create and analyze data trends relevant to E-ZPass and Tolls by Mail to assist in strategic decision making
3. Recommend changes to improve the overall customer experience
4. Provide exceptional customer service to both internal and external customers
5. Maintain a customer correspondence matrix recording all direct customer contact
6. Address escalated customer service issues, and maintain regular interaction with the Back Office System and Customer Contact Center providers to settle customer issues or disputes
7. Implement ongoing audit workflows to ensure vehicle transactions, both tag reads and images, are successfully captured in toll lanes and transmitted to the back office
8. Assist in regular review, analysis, and evaluation of the AET Program in order to identify any areas of deficiency; work as a team member to provide recommendations, and implement recommendations as approved.
9. Ensure accurate/timely receipt and settlement of tolls and related revenue to the Authority

10. Review customer disputes, violations escalations, and validation of transactions sent to collections.
11. Monitor and maintain efficient toll collection from out of state vehicles through contact with partner agencies and report missing information, transactions, payments, etc.
12. Work proactively to identify issues with transaction processing and/or revenue collection

#### Roadside Toll System Audit

ACTIVITY: Oversee AET Toll Systems Provider (TSP) to maximize system performance and reduce errors to maximize toll collection

TASKS:

1. Review and audit transaction flow from the lane to revenue collection at the Back Office System to ensure end-to-end system performance
2. Track system issues and facilitate resolution
3. Participate in toll system testing with system integrators
4. Perform variance and trend analyses on daily traffic/passenger and revenue volumes
5. Audit transactions in Contractor-provided audit system to validate classification and accuracy of transaction capture.
6. Work proactively to identify issues with transaction processing
7. Create reports for management regarding toll revenues and traffic volumes
8. Support and maintain a log to track contractor change enhancements to programs, changes to business rules, and toll policy
9. Participate in weekly/monthly status meetings
10. Support future generation work on toll system and Back Office functions

ACTIVITY: Assists in the Management of the Authority Non-Revenue Program

TASKS:

1. Assist in auditing employee and retiree compliance with Non-Revenue Program policies and CSEA contract provisions.
2. Responsible for overseeing new accounts, changes to existing accounts, and implementing policy changes affecting Non-Revenue privileges.
3. Draft correspondence and maintain communication with current employees and retirees related to Non-Revenue status.
4. Oversee Emergency Services Toll Reimbursement Program

### E-ZPass Marketing Program

ACTIVITY: Assist in the development of ongoing marketing efforts, administer the implementation of selected marketing efforts and compile/report on marketing campaigns

TASKS:

1. Create and promote initiatives to increase percentage of E-ZPass penetration to maximize transponder transactions.
2. Prepare and present narrative and statistical reports
3. Provide analysis on different customer types and evaluate opportunities to expand E-ZPass market share

### Collaborate with Other Authority Functions

ACTIVITY: Supervise Program Aides and support clerical employees in the conduct of a variety of management and organizational studies and surveys.

TASKS:

1. Plans and organizes projects assigned for analysis and study.
2. Assigns tasks to subordinate staff.
3. Periodically reviews the work of the subordinates to ensure compliance with schedules and project objectives and for accuracy, completeness and soundness of recommendations.
4. Assists staff by providing technical guidance and direction.
5. Trains new employees in the procedures and techniques required in the performance of their job and periodically provides instruction and retraining to the staff on the use of various analytical techniques and methods, and reviews and interprets applicable laws, rules and regulations.

ACTIVITY: Includes coordination and collaboration with other Authority departments including, but not limited to: Engineering, Maintenance, IT, Public Information, and Traffic/Security. Functions may include activities and/or attendance at conferences, at the discretion and approval of the Director of Tolling.

Any other activities as assigned by the Director of All Electronic Tolling