



**STATE OF OREGON
POSITION DESCRIPTION**

Position Revised Date:
February 17, 2021
(only change if revisions are made)

Agency: Dept of Transportation

Division: Operations - Urban Mobility Office

This position description is for:

- A new position that is being established
- An existing position that is being revised
- No change – Annual review

**Service Type
of this position is:**
(Check one box only)

- Management Service (X):
- Supervisory (MMS)
 - Managerial (MMN)
 - Confidential (MMC)

- Unclassified:
- Executive Service (Z)

SECTION 1. POSITION INFORMATION

| | |
|--|---|
| a. Classification Title: <u>Project Manager 3</u> | b. Classification No: <u>C0856</u> |
| c. Establish Date: <u>July 1, 2019</u> | d. Position No: <u>1921082</u> |
| e. Working Title: <u>Asst. Toll Program Director</u> | f. Agency No: <u>73000</u> |
| g. Section Title: <u>Urban Mobility Office</u> | h. Budget Auth No: _____ |
| i. Employee Name: <u>Vacant</u> | j. Union Repr Code: <u>N/A</u> |
| k. Work Location (City – County): <u>Portland - Multnomah</u> | |
| l. Supervisor Name: <u>Lucinda Broussard</u> | |

| | | | | |
|---|---|---|--|---|
| m. Position: <small>check the one/s that apply</small> | <input checked="" type="checkbox"/> Permanent | <input type="checkbox"/> Seasonal | <input type="checkbox"/> Limited Duration | <input type="checkbox"/> Double Fill |
| n. Position: <small>check only the one that applies</small> | <input checked="" type="checkbox"/> Full-Time | <input type="checkbox"/> Part-Time | <input type="checkbox"/> Intermittent | <input type="checkbox"/> Job Share |
| | <input type="checkbox"/> Academic Year | | | |
| o. FLSA: | <input checked="" type="checkbox"/> Exempt | If Exempt: | <input type="checkbox"/> Executive | p. Eligible for Overtime: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| | <input type="checkbox"/> Non-Exempt | | <input checked="" type="checkbox"/> Professional | |
| | | <input type="checkbox"/> Administrative | | |

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Oregon Department of Transportation exercises leadership and vision in promoting, developing and managing a statewide network of transportation systems and facilities. These systems and facilities provide access to Oregon for the State’s citizens and visitors, provides efficient movement of commerce, goods and services, ensures the safety of transportation systems users, and enhances Oregon’s competitive position in national and international markets. ODOT is a geographically-spread organization of approximately 4500 FTE with a \$3.8 billion biennial budget.

The Urban Mobility Office (UMO) delivers the design, development, and implementation of complex multi-modal transportation mega projects and systems for the most densely populated and fastest growing geographical region in the state. The office includes the Comprehensive Congestion Management and Mobility Plan (CCMMP), which outlines priority projects that collectively improve urban mobility across the Portland Metro region with tolling as an essential funding strategy. The UMO’s public affairs, economic equity, mega project delivery and toll programs support this work. In addition, the office includes a large consultant staff, potentially numbered in the hundreds, to successfully deliver the largest and most complex infrastructure projects and initiatives in the state.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

The UMO is developing toll options that work for the region in collaboration with our local and regional partners, stakeholders, and communities. The toll program includes the I-205 Toll Project, from OR213 to Stafford Road, and system wide tolls on I-5, from Boone Bridge to the N. Going Street and on I-205, from I-5 to the Glenn Jackson Bridge. The toll program is currently in the planning/environmental phase of work and will be evaluating variable-rate tolls as part of the National Environmental Protection Act (NEPA) process.

The Assistant Toll Program Director is responsible for assisting the Toll Program Director in developing a toll system, including a new back office, customer service center, and toll points on authorized toll roadways; as well as developing and sustaining effective partnerships with internal and external stakeholders to successfully deliver tolling. This requires successful program conflict resolution, problem solving, change management and team building among executive level staff. This individual must demonstrate these qualities with the media, ODOT Executive Management, Oregon Transportation Commission, state legislative members and committees, ODOT DMV, Oregon State Patrol, DAS, other toll agencies, transit agencies, local agencies and state DOTs, and the public

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function – for ADA purposes.

The following are general requirements for performance of the duties listed below: maintains regular and punctual attendance; contributes to a positive and productive work environment; establishes and maintains professional and collaborative working relationships with all contacts.

Be a respectful member of a team, which includes communicating and working effectively and appropriately with a variety of individuals or groups with diverse cultural beliefs, values and behaviors.

Be responsible for achieving the Department’s Affirmative Action goals through recruitment, selection and retention of protected class individuals. Promote and support the value the Department places on Equal Employment Opportunity (EEO), Affirmative Action (AA), Diversity and Working Guidelines through individual actions and interactions with employees, applicants, stakeholders, community partners, and landowners.

| % of Time | N/R/NC | E/NE | DUTIES |
|-----------|--------|------|---|
| 60% | N | E | <p>Project Management</p> <ul style="list-style-type: none"> Under the direction of the Toll Program Director, manage and lead all project-management functions within the Tolling Program, Highway Division. |

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

| | | | |
|-----|---|---|---|
| | | | <ul style="list-style-type: none"> Assist the Toll Program Director in coordinating all governance processes related to tolling, including making recommendations to the leadership steering committees and external advisory group. Responsible for ensuring successful implementation of tolling recommendations made through the governance process. Assist the Toll Program Director in managing and communicate plans to address issues of equity in the implementation of the program, from both inside the program staffing ranks to those using the system. Provide understanding for potential populations that would use the system, specifically, but not limited to low income and historically disadvantaged communities. Assist the Toll Program Director in performing all budget-related functions, including budget development, budget management and monitoring, budget negotiation and adjustment, and timely response to budget-related questions for the tolling project. Assist the Toll Program Director in determining the overall strategy and objective for delivering the toll program including the planning, development, and implementation of all phases of project/program management. Functions include developing and managing scope, staffing plans, risk management strategies, budget oversight, project management guidance and reporting. Interface with ODOT Information Systems Branch, Information Technology contractors, vendors, information systems managers/staff, project managers, and project leads. Assist the Toll Program Director in establishing a set of performance metrics for tolling. Metrics will measure project outcomes as well as support efforts to transparently report progress managing tolling's scope, schedule and budget. |
| 25% | N | E | <p>Contract Management</p> <ul style="list-style-type: none"> Assist the Toll Program Director in negotiating and managing multi-year, multi-million dollar vendor contracts that support tolling success and initiatives. Responsible for procurement, negotiation and execution for several highly complex contracts that will contribute to the tolling project. Develop effective working relationships with on-site consultant partners. Ensure all procurement activities are coordinated through ODOT Procurement Officer and are in alignment with State Procurement requirements |
| 10% | N | E | <p>Tolling Program Build</p> <ul style="list-style-type: none"> Assist the Toll Program Director in setting up policies and procedures for an operational toll program. This includes establishing the work streams of a functional operational tolling program: customer service, communication, policy, finance, system management and maintenance, roadside |

| | | | |
|----|---|---|--|
| | | | equipment management and maintenance, and overall program management. Set the program up to operate the system safely, securely, and efficiently, meeting the needs and convenience of Oregon toll customers. |
| 5% | N | E | <p>Strategic Planning and Toll Program Team Leadership Be an active member of the Toll Program team. Coordinate and participate in ODOT strategic planning functions with ODOT's senior management team. Embrace and deliver a "OneODOT" culture across Divisions and teams.</p> <p>Ensure linkage between toll priorities and ODOT strategic and Oregon enterprise-level planning efforts.</p> <p>Participate in IT-focused and general strategic and tactical planning efforts within ODOT. In addition, stay informed on emergency agency trends, and maintain communication with HQ communication and government relations efforts.</p> |

100%

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position primarily operates in an office environment with a heightened need for transparency and accountability. Frequent contact with a variety of customers, co-workers and vendors requires effective communication and the ability appropriately handle situations that may be stressful, emotionally charged or hostile.

Requires occasional travel to remote construction/operations sites. Occasionally subjected to the extreme hazards of traffic and construction equipment. In addition, site visits may occur during adverse weather conditions including storms, snow and rain.

Additional conditions:

General office conditions: Employee will have frequent, short notice and short time frames for completion of assignments. Position requires extensive and varied use of personal computer (email, word processing, spreadsheets, databases, project scheduling, etc.) Position may require occasional travel that may include driving a state or personal vehicle on state business. Employee must maintain a valid driver's license and the ability to drive.

Diversity: The Urban Mobility Office is committed to diversity. Diversity efforts reinforce respectful treatment of others in the workplace. These efforts focus on identifying ways to work better together, reducing conflict by increasing understanding, improving collaboration, fostering teamwork, and increasing productivity and quality of services delivered by the Urban Mobility Office.

Team Environment: The Urban Mobility Office has a team oriented environment. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. Team participation requires being prepared for meetings, bringing issues and possible solutions for the team to resolve, obtaining agreement through the use of consensus when appropriate, giving and receiving feedback, committing to support and help other team members, sharing in the leadership of the team and agreeing to buy-in and actively support decisions made by the management team. This position may also be required to participate in cross functional or problem solving teams as needed.

Data sensitivity: This position has access to personally identifiable information and will be expected to follow the department's policies related to data security.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

The person in this position will be expected to maintain a thorough understanding of applicable laws, rules, policies and procedures, including those specific to tolling and value pricing listed below:

- Oregon Revised Statutes
- Administrative Rules
- ODOT Policies and Procedures
- State Policies and Procedures
- ODOT FHWA Application for Tolling
- Tolling Systems & Planning Processes and Procedures
- Tolling System Requirements and other Documentation
- Bill Analysis Handbook
- Roles and Responsibilities
- ODOT Procurement Office Manuals and Procedures
- Project Management Guide
- Systems Modernization Plan
- Employee Expectations
- System Objectives and Functional Principles
- Ethical Decision Making Model
- FASM Procedure Manual
- Collective Bargaining Agreement
- ODOT Strategic Plans
- Oregon Transportation Plan
- Oregon Highway Plan

b. How are these guidelines used?

All are used to assist in determining the appropriate action to be followed in aiding the agency to complete its mission. This position uses this information to form a basis for making decisions about appropriate actions for resources assigned to the toll program.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

| Who Contacted | How | Purpose | How Often? |
|--|-------------------------|--|------------|
| <i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i> | | | |
| UMO Management | Phone/Writing/In person | Gather information; evaluate systems and possible enhancements; coordinate on projects | Daily |
| UMO Staff/ODOT Staff | Phone/Writing/In person | Gather information; evaluate systems and possible enhancements; coordinate on projects | Daily |
| Vendors/Account Managers | Phone/Writing/In person | Gather information; evaluate systems and possible enhancements; coordinate on projects | Daily |
| Consultants | Phone/Writing/In person | Gather information; coordinate on projects | Weekly |
| Public/Stakeholders | Phone/Writing/In person | Provide updates; gather feedback | As Needed |
| ODOT Administration | Phone/Writing/In person | Project status reporting | As Needed |
| Other State Agencies, county and local governments | Phone/Writing/In person | Give updates; gather feedback; collaborate | As Needed |

SECTION 7. POSITION RELATED DECISION MAKING

a) Describe the typical decisions of this position.

This person works under the guidance and direction of the Toll Program Director. The scope of decisions include program and project related policies and procedures that have a direct effect on ODOT key initiatives, and the credibility and perception of all of ODOT. Self-direction must be used in decision making in order to meet time constraints, technical information demands, and to leverage available information. In consultation with management, decisions frequently commit the agency to both a course of action and spending level.

Poor decisions about general policies and procedures can result in unsuccessful operational outcomes, service levels not being met, customer dissatisfaction and complaints, low employee morale, negative publicity in the media, and severely reduce ODOT's credibility with the legislature. Poor program and project management decisions can result in unsuccessful program and project outcomes, schedules not being met, loss of funding or over-expenditure, and corrective actions not being taken.

b) Explain the direct effect of these decisions.

It is imperative that decisions avoid negative impact on the public, employee grievances, our ability to meet legislative timeframes, and our ability to accomplish organizational mission and goals. Poor decisions about general policies and procedures can result in unsuccessful operational outcomes, service levels not being met, customer dissatisfaction and complaints, low employee morale, negative publicity in the media and severely reduce ODOT's credibility with the legislature. Poor program and project management decisions can result in unsuccessful program and project outcomes, schedules not being met, loss of funding or over expenditure, and corrective actions not being taken. Furthermore, decisions leading to inaccurate analyses and cost/workload forecasts can adversely affect meeting requirements in legislation, credibility with the legislature and other key external stakeholders.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Classification Title | Position No. | How | How Often | Purpose of Review |
|--|--------------|---|---|---|
| <i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i> | | | | |
| Toll Program Manager (PEMG) | 0105004 | Individual meetings, team meetings, and review of staff reports | On a regular basis, generally weekly and at key junctures in the course of major work assignments | To monitor overall progress on assigned duties, coordinate work, evaluate the quantity and quality of work performed and to review the status of projects. The review is also to respond to unexpected or highly sensitive matters and to provide direction where agency position is not clear. |
| UMO Deputy Director (PEMH) | 0033001 | Individual meetings, team meetings | As needed | Provide guidance/support as needed. |
| UMO Director (PEMI) | 1111088 | Individual meetings, team meetings | As needed | Provide guidance/support as needed. |

SECTION 9. OVERSIGHT FUNCTIONS FOR MANAGEMENT SERVICE SUPERVISORY (MMS) POSITIONS ONLY

- a. How many employees are directly supervised by this position? n/a
- How many employees are supervised through a subordinate supervisor? n/a
- b. Which of the following activities does this position do?
- | | |
|---|---|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

- Possession of a valid driver's license.
- Strong communication skills – ability to communicate technical content in an understandable manner to general audiences, good writing skills, ability to cater messages to specific audiences such as ODOT leadership, agency partners, and technical teams; ability to communicate needs to technical staff and understand analytical capabilities given specific time/budget constraints;
- Project management skills – ability to work on and lead multiple assignments while scoping, assigning, reviewing and coordinating with staff and business partners.
- Demonstrated ability to exercise discretion and independent judgment while communicating with high-profile individuals in a tactful and professional manner.

- Coordination skills – experience coordinating efforts with internal staff, executives, locals, other state agencies, federal and level of involvement.

Desired Attributes/Application Scoring Criteria for the Recruitment Announcement

- Proven experience in installing, operating, and maintaining active toll systems.
- Understanding of tolls and congestion pricing principles, policies and best practices.
- Experience applying skills to strategically facilitate teams of technical staff, develop business plans and strategies to meet goals and objectives.
- Experience overseeing financial toll collection systems and back-office accounting.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

| Operating Area <i>(Personal Services; Services & Supplies; Capital Outlay)</i> | Biennial Amount (\$00000.00) | Fund Type <i>(General; Other; Federal; Lottery)</i> |
|--|------------------------------|--|
| Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter". | | |
| N/A | | |
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DESIGNATION OF NAME-BASED CRIMINAL BACKGROUND CHECK (CBC) REQUIREMENT:

Review the criteria below . Indicate if the position is assigned these duties or responsibilities. If one or more boxes is checked yes, a CBC is required prior to filling the position.

The employee in this position...

1. Provides information technology (IT) services and has control over access to Department information technology systems that could allow the individual to harm these systems or the information contained within the systems. This relates to having responsibilities that involve development, programming, installation, maintenance or other technical aspects related to Department hardware and software. It is not intended to include positions with responsibilities that only utilize IT systems, such as entering and retrieving data. Yes No
2. Has responsibility for receiving, receipting, or depositing money or negotiable instruments. Yes No
3. Has responsibility for payroll functions. Yes No
4. Has responsibility for purchasing or selling property, or has access to private property in the Department's custody (such as Right of Way and Facilities). It is not intended to include positions with responsibilities that may involve simply being on private property to perform certain duties. Yes No
5. Has access to personal identification information about employees or members of the public, including Social Security numbers, date of birth, driver license numbers, medical information, personal financial information or criminal background information. Yes No

DESIGNATION OF NAME-BASED AND FINGERPRINT-BASED CRIMINAL BACKGROUND CHECK (CBC) REQUIREMENT:

Review the criteria below . Indicate if the position is assigned these duties or responsibilities. If one or more boxes is checked yes, both a name-based and a fingerprint-based CBC are required prior to filling the position.

The employee in this position...

1. Has tasks associated with the verification, data entry, or modification of driver identity information. Yes No
2. Has access to driver or customer systems that would permit the entry or modification of driver identity information. Yes No

3. Has tasks associated with taking, reviewing, or accepting photos for driver licenses and identification cards..... Yes No
4. Is a supervisory or management position that can affect the work of employees who perform any of these tasks..... Yes No

- CJIS**
5. Has unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas..... Yes No

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart.
Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, and employee name and position number.

SECTION 12. SIGNATURES

Employee Signature _____
Date

Supervisor Signature _____
Date

Appointing Authority Signature _____
Date

Printed Name of Appointing Authority