



To: All Parkways Employees

From: Sonya Forren

Date: August 6th, 2026

The West Virginia Parkways Authority is currently accepting resumes for a Full-time North Beckley Plaza Monitor. A job description listing the criteria required is attached.

****All resumes submit to: wvpacareers@wvturnpike.com by August 20, 2026. ****

Salary Range: \$17.48-\$26.20 per hour based off experience (FT collector pay scale)

If you have any questions, please call.

WEST VIRGINIA PARKWAYS

North Beckley Plaza Monitor – Permanent Full Time Status

- 1. Title / Position – North Beckley Plaza Monitor – Permanent Full Time Status**
- 2. Essential Functions of the Job**

Specific responsibilities include but are not limited to:

- Directly responsible to the Plaza Supervisor, resolving plaza/patron concerns, making decisions in accordance with policies and procedures established by the Parkways Authority.
- Accurate preparation of any required daily records.
- Making sure the collections of all lane monies are logged/secured, and all North Beckley funds/safes are always secured.
- Maintain a smooth and safe traffic flow.
- Maintain supply inventories and distributions records.
- Make daily lane inspections.
- Implementation of the monthly Safety Training Program to Custodian staff.
- Periodic inspection of toll facilities and equipment.
- Assist with reasonable custodial duties when custodian is not present.
- Handle snow and ice control when custodian is not present.
- Support, follow and promote requirements on plaza hours/coverage, occupational injuries, monthly safety meeting, customer complaints, all other Parkway/North Beckley programs.
- Maintain and present a good example during any customer service issue or complaint.
- Assist approved personnel entering the building and always maintain security of building.
- Follow Parkways standard operating procedures during any vehicle/patron lane incidents and document any facility issues for Plaza Supervisor. In more severe incidents, contact Supervisor and Director by public service. Note: Always contact 911 and then Control as your first contacts during emergency situations.
- Stay alert to the intercom system to notify patrons in a timely manner of the proper lane procedures to follow when processing through the lanes.
- Always maintain professional customer service.
- Other duties as assigned.

Availability Requirements

- Must be able to work all shifts including but not limited to 7/3 day shift, 3/11 evening shift, 11/7 midnight shift, or any 8/10 hour split or relief shift.
- Must be available to work a scheduled 40-hour work week and may be required to work overtime in emergency situations.
- Must be available to work Sunday through Saturday during any given work week.
- Must be dependable and available to change scheduled days/hours.

Physical Requirements

- Must be able to descend and ascend stairways entering and exiting the toll roadway and toll building.
- Must be able to lift a minimum of 40 pounds.
- Must be able to complete lane checks several times a shift and assist with lane incidents in a timely and safe manner.

3. Skills and Abilities

- Possess knowledge of the state highway system.
- Know the location of scenic and recreational facilities (public and private), or the resources to determine such information.
- Effectively meet, greet and deal with the public (hello and thank-you on each transaction).
- Communicate clearly, orally and in writing.
- Strong interpersonal and communication skills.
- Work independently and handle adverse situations effectively (lane closures, patron issues/complaints, traffic incidents, and other).
- Ability to promote harmony among employees.

4. Equipment**Must be able to operate the following equipment accurately and efficiently:**

- Toll lane terminal / computer
- Adding machine
- Bill / Coin counter
- Basic knowledge of computer operations.
- Toll terminal equipment
- Two-way radio
- Office equipment

5. Salary

- Hourly wages

6. Work Schedule

- Normal work week is a forty-hour week, performed in 5 x 8-hour days.
- Shift work.
- Subject to be on call, work weekends and holidays.
- Alternating or rotating days off.
- Must be dependable.

7. Place of Duty

- North Beckley Toll Plaza.

8. Education/Experience (Must have following)

- High School Diploma desired / G.E.D required. (1) year experience as a permanent toll collector (part time or full time).

9. Special Requirements

- Pleasant personality.
- Neat and clean appearance.
- Abilities to withstand elements at times.
- Maintain lane incident procedures as needed (office radio, two way radio, closing lanes, contacting emergency personnel, maintaining documentation as needed, other assigned duties).
- Have strong written and verbal communications.
- Ability to maintain an even disposition in adverse situations.
- Strong computer skills.