



To: All Parkways Employees

From: Sonya Forren

Date: October 8, 2026

The West Virginia Parkways Authority is currently accepting resumes for a Full-Time Toll Collector at Barrier C . A job description listing the criteria required is attached.

All resumes should be submitted to: wvpacareers@wvturnpike.com by October 23rd, 2026.

Hourly Rate: \$17.48-\$26.20

If you have any questions, please call.

WEST VIRGINIA PARKWAYS

Toll Collector – Permanent Full Time Status

1. Title / Position – Toll Collector – Permanent Full Time Status

2. Essential Functions of the Job

Specific responsibilities include but are not limited to:

- Classify vehicles as stated in toll manual.
- Make change correctly.
- Meet toll collection standards as set in the manual.
- Fill out forms properly and accurately (deposit slips, money bag report, change fund report and etc.).
- Handle large amounts of money responsibly.
- Give directions accurately.
- Maintain a positive image of the Parkway Authority and the State of West Virginia.
- Perform duties of being a lane walker when required by a Plaza Supervisor/Foreman. Lane walker duties include; relieving lanes for breaks/lunches, assisting with moving cones for lane changes, helping collectors count money during heavy traffic periods, and other standard toll collector duties.
- 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.

Physical Requirements

- Must be able to reach in all directions to collect money from patrons which will be driving all types of vehicles such as, reaching up for patrons in tractor trailers or down for small sports cars or extending out for someone who has not pulled close enough to the booth.
- Must be able to use the sit/stand position for long periods of time to maintain a healthy work environment and uphold the Parkways Authority's customer service policy requiring a minimum of using a sit/stand position while addressing the public.
- 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 and carry collected currency/change from lanes through tunnel (if necessary) to office and lift completed deposit into night depository.
 - Sitting and/or Standing for long periods of time
 - Walking, Bending, Climbing, Reaching
 - Squatting, Stooping, Crawling, Kneeling
 - Lifting, Carrying, Pushing, Pulling
- 3. Skills and Abilities**
- Possess knowledge of the state highway system.
 - Know 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.
- 4. Equipment**
Must be able to operate the following equipment accurately and efficiently:
- Toll lane terminal / computer
 - Adding machine
 - Bill / Coin counter
- 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.
- 7. Place of Duty**
- Barrier A and/or Barrier B when hired for the south end.
 - Barrier C when hired for the north end.
- 8. Education / Experience (Must have following)**
- High School Diploma or G.E.D.
 - One year or more experience as a permanent part-time toll collector.
 - Collections rating of fair or above based on a six month average, for the past six months as a permanent part-time toll collector.
- 9. Special Requirements**
- Pleasant personality.

- Neat and clean appearance.
- Abilities to withstand elements at times.
- Assist with moving traffic cones during center lane traffic change over.