

Introduction

The Thousand Islands Bridge Authority (the “Authority”) is seeking a dependable, customer-focused individual to join our team as a Full-Time U.S. Toll Collector. This position plays a critical role in the safe and efficient operation of our international bridge system by ensuring accurate toll collection, assisting travelers, and maintaining a safe flow of traffic.

As a frontline representative of the Authority, Toll Collectors are expected to demonstrate professionalism, strong attention to detail, and a commitment to public service in a fast-paced transportation environment.

Position Summary

The Toll Collector is responsible for the accurate collection and handling of toll revenues while ensuring the safe movement of traffic through the toll plaza. Employees in this role interact directly with the traveling public and must always maintain a courteous and professional demeanor.

This is a 24-hour operation, and employees must be available to work rotating shifts, weekends, holidays, and overtime as needed.

Job Responsibilities

- Collect tolls and accurately process cash, credit/debit card, and electronic tag transactions.
- Classify vehicles in accordance with Authority procedures.
- Maintain accountability and security of all funds collected.
- Monitor traffic conditions and assist in maintaining safe traffic flow.
- Provide courteous customer service to patrons traveling through the facility.
- Operate toll equipment, radios, phones, and related systems.
- Prepare reports and complete required documentation accurately.
- Keep toll booths stocked, organized, and clean.
- Report accidents, incidents, or unusual activity to supervisors immediately.
- Assist with traffic direction during emergencies, incidents, or heavy congestion.
- Become familiar with and follow the Authority’s Emergency Response Plan.
- Perform toll relief, patrol, and other related duties as assigned.

Qualifications

- High school diploma or equivalent required.
- Must be at least 18 years of age.
- Strong customer service and communication skills.
- Cash handling experience preferred.
- Ability to work independently and remain alert in a high-traffic environment.
- Ability to operate radios, phones, and computerized toll equipment.
- Must be dependable and able to respond to call-ins when operationally necessary.
- Must be able to travel to Canada as required for work assignments (valid passport or enhanced license required).
- Maintain valid driver’s license for the operation of the Authority’s vehicles and equipment.

Physical Requirements

- Ability to work rotating shifts, including nights, weekends, and holidays.
- Ability to stand or sit for extended periods.
- Ability to work in a confined toll booth environment.
- Ability to lift up to 15 pounds occasionally.
- Ability to work outdoors and in varying weather conditions as required.

Benefits

The Authority offers a comprehensive benefits package which includes:

- Excellent Medical, Dental & Vision Insurance.
- Vacation, Sick and Personal Days plus Ten (10) Paid Holidays.
- Retirement Plans Including Defined Benefit Pension Plan and Employee 457 Deferred Compensation Plan.
- Employer Paid Life Insurance and Disability Insurance.

How to Apply

Applications are available at the Thousand Islands Bridge Authority Administrative Offices at 43530 Interstate 81, Collins Landing, Alexandria Bay, NY, or at www.tibridge.com. Interested candidates should submit a letter of interest, resume and completed application no later than May 22, 2026, electronically to RESUME@TIBRIDGE.COM and include "U.S. Toll Collector" in the subject line or by mail to the address below to be considered.

**Attention: Executive Director
Thousand Islands Bridge Authority
P.O. Box 428
Alexandria Bay, NY 13607**

The Thousand Islands Bridge Authority is an Equal Opportunity employer.