

Toll Operations Director

Riverside County
Transportation Commission



About the Opportunity & Position Overview

The Riverside County Transportation Commission (RCTC) stands at an exciting moment in the continued evolution of its toll enterprise. Under strong and steady leadership, RCTC has built a high-performing, financially sound, and respected toll program that serves as a model for the region.

With an expanded Toll Operations Department and increasing system and regional responsibilities, RCTC is seeking a strategic leader to build on that success by strengthening operational performance, advancing innovation, and elevating the Agency's role as a recognized industry leader. The next Director of Toll Operations will build on this foundation. The individual will help shape the operational backbone of RCTC's toll enterprise, including maintaining high customer service satisfaction, system reliability, and financial performance. This is more than a department leadership role. It is an opportunity to carry forward a proven program and shape its next phase of growth in the region. Reporting to the Deputy Executive Director, the Director of Toll Operations serves as a Contract Department Head and member of the Executive Management Team.

The Director provides strategic leadership and full operational oversight of RCTC's toll/express lane programs, systems, and facilities — including business operations, customer service, marketing, toll system performance and security, contract administration, and long-term financial sustainability. The position exercises broad independent judgment within legal and policy frameworks and leads management, professional, technical, and administrative staff.

Position Overview

Lead a Growing Department

- Refine the organizational structure to support current and future demands
- Establish clear performance standards and internal controls
- Recruit, develop, and lead high-performing managers and staff
- Maintain a culture of accountability, innovation, and customer service excellence
- Align departmental strategy with RCTC's mission and financial plan

Elevate RCTC's Toll Enterprise

- Advance best-in-class operational standards
- Drive adoption of emerging tolling and traffic management technologies
- Strengthen system reliability, interoperability, cybersecurity, and revenue protection
- Support innovation in dynamic pricing and customer experience
- Expand RCTC's visibility and influence in regional, state, and national forums

Provide Executive-Level Leadership and Oversight

- 24/7 toll operations and facility maintenance
- Customer service center
- Marketing programs
- Electronic toll collection system performance and lifecycle oversight
- Toll revenue security and cash operations
- Contract and cooperative agreement preparation, negotiation, and administration
- Budget development and financial oversight
- Traffic and revenue studies supporting long-term strategy
- Serve as project manager on tolling-related projects
- Collaborate with other RCTC departments to achieve collective goals and objectives
- Proactively monitor changes in laws and regulations. Prepare and pursue legislation and administrative regulations that would benefit RCTC's Toll Program

Serve as Strategic Representative

- Represent RCTC before the Commission and its committees, partner agencies, industry organizations, community stakeholders, and the public. Requires executive presence and the ability to communicate complex operational and financial matters with clarity and credibility.

Ideal Candidate

Experience and Expertise. The ideal candidate will have:

- Extensive experience managing revenue-generating toll/express lane programs
- At least four years in senior management overseeing complex operational teams
- Demonstrated success building or expanding a toll operations organization
- Experience overseeing large-scale electronic toll systems
- Strong contract negotiation and administration background
- Experience preparing and managing complex budgets
- Familiarity with California's transportation environment and toll interoperability standards
- Knowledge of regulatory frameworks affecting toll enterprises

Leadership Competencies. The ideal candidate will have the ability to:

- Set strategic direction and measurable performance standards
- Lead effectively within a matrixed organization
- Build cross-departmental alignment
- Allocate resources strategically and protect financial integrity
- Analyze complex issues and deliver sound recommendations
- Lead change that improves performance and service delivery
- Communicate with confidence and executive presence
- Foster a culture of accountability and collaboration

Education and Qualifications

Bachelor's degree in transportation planning, finance, business or public administration, or related field. Ten (10) years of progressively responsible toll/express lane program experience.

Compensation & Benefits

Salary Range: \$229,704 – \$310,104 per year

Placement within the range will be based on qualifications and experience. The Toll Operations Director is a Contract position with full benefits. RCTC provides a comprehensive executive benefits package including CalPERS retirement, health coverage, deferred compensation, and paid leave benefits.

Summary of Benefits Available

- CalPERS Retirement System
- *Classic: 2.7% @ 55/PEPRA: 2% @ 62*
- Up to \$1,500/month towards Medical Plans (\$1,938.10/month starting July 2026)
- Dental & Vision fully paid by RCTC
- 401(a) Money Purchase Plan
- 457 Deferred Compensation
- \$100,000 Group Life Insurance
- Short and Long-Term Disability
- 9/80 Flexible Hybrid Work Schedule
- Vacation
- Sick leave
- 13 Holidays/Year
- Transportation Assistance Programs
- Tuition Reimbursement Program

How to Apply

Candidates should submit interest to Toll Insight at email: lev@tollinsight.com

Direct inquiries to Lev Pinelis, Toll Insight at: 734-604-1233

For additional RCTC details please visit: <https://www.rctc.org/employment/>