

## **TOLL COLLECTOR - CASUAL**

**Location: New Castle, DE**

**Pay Rate: \$11.25 - \$12.25 per hour**

**Opening Date: February 21, 2019**

**Closing Date: March 21, 2019**

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### **I. POSITION SUMMARY**

Collect tolls, classify vehicles, give change and receipts, and provide information and travel directions. The Toll Collector has frequent interaction with the traveling public and members of the Toll Department. The employee is responsible for following established safety practices while performing assigned duties to protect self, co-workers and the public from personal injury and to prevent damage to Authority property. **The schedule for this position is Saturday and Sunday, 3:45 PM to 12:00 AM, both days.**

### **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Accurately collects cash/checks according to established toll rates
- Correctly classifies all vehicles by type and axle count
- Provides accurate travel directions and information when requested by traveling public
- Consistently provides superior customer service
- Assists in other duties as assigned

### **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Good working knowledge of arithmetic without a calculator including addition, subtraction, multiplication and division
- Ability to collect tolls, handle money, and make change accurately
- Ability to understand and communicate oral instructions and written directions
- Ability to provide excellent customer service

### **IV. COMPETENCIES**

- Customer Focus
- Conflict Management
- Integrity & Trust

### **V. REQUIRED EDUCATION AND EXPERIENCE**

- High school diploma or equivalent or equivalent related experience
- One (1) year of customer service or cashiering/cash handling experience
- One (1) year of toll collector experience preferred

## **VI. SPECIAL REQUIREMENTS**

- Subject to a background investigation including credit
- Work performed in a confined area in the vicinity of moving vehicles
- Long periods of sitting or standing required
- Available to work weekends and holidays and, as needed, weekdays no more than 28 hours per week.

## **VII. ADDITIONAL REQUIREMENTS**

- Subject to a background investigation
- Subject to pre-employment drug testing
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay

**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition, you also have the option of attaching a resume to the completed application.**