

# **E-ZPass Customer Service Representative**

**Location: New Castle, DE**

**Salary: \$37,591 to \$44,224 (Grade N)**  
**(Commensurate with experience and skills)**

**Opening Date: March 5, 2019**

**Closing Date: March 19, 2019**

## **I. POSITION SUMMARY**

This is an essential customer service position for the Authority. The incumbent in this position provides courteous, professional, and timely service to all customers regarding Delaware Memorial Bridge (DMB) toll crossings in addition to transactions that are part of the New Jersey Customer Service Center (NJ E-ZPass). Customers include NJ E-ZPass Private and Business account holders as well as others who may have inquiries regarding toll transactions that may have resulted in violations. The E-ZPass Customer Service Representative (CSR) is responsible for accurate money handling (including cash, check and credit card transactions) and for keeping all customer information and transactions secure at all times. The CSR is also responsible for the daily accounting of their financial and non-financial transactions ensuring that each end of day deposit of funds has been verified by management and reconciles to the end of day system generated accounting and reporting. This position also requires the training and mentoring of new employees and performing other administrative support duties as needed. The incumbent in this position is responsible for following established safety procedures to protect self, co-workers and public from harm. The E-ZPass CSR may be required to work rotating shifts and to work additional hours to support operational needs.

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

- Interacts with the public and business owners in a professional manner; providing accurate information regarding DMB and NJ E-ZPass crossings
- Processes customer information and transactions using computer applications including Microsoft Office as well as proprietary customer service center/toll collection applications
- Provides accurate customer information, researches issues, and resolves disputes in a timely manner
- Ability to accurately process financial transactions including cash, checks, and credit/debit cards required for various customer transactions
- Accurately follows procedures for handling large sums of cash including daily change funds distributions (banks) and daily end of day deposits
- Documents all financial and non-financial transactions according to departmental procedures
- Follows established safety practices
- Assists the management staff in training other team members on policies/procedures, computer applications, etc.

- Provides excellent customer service including the handling and resolution of customer complaints or issues in a courteous and professional manner

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

- Ability to provide excellent customer service and organizational and problem solving skills when working with both internal and external customers
- Effective decision making and conflict resolution skills
- Ability to operate a personal computer utilizing basic Microsoft Office, toll collection/customer service center applications, and/or other computer applications
- Detailed knowledge of or ability to learn toll rates and discount plans
- Familiarity with the New Jersey/Delaware area, knowledge of or the ability to learn and communicate about regional toll agencies
- Ability to process financial transactions including cash, checks, and credit card
- Ability to handle, count and secure cash and check transactions
- Ability to provide excellent customer service to internal and external customers

### **IV. MINIMUM QUALIFICATIONS**

- High School Diploma or equivalent
- Ability to operate personal computer
- One (1) year of experience in a customer service related field, three (3) years preferred
- One (1) year cash handling experience

### **V. SPECIAL REQUIREMENTS**

- May be required to work rotating shifts and evenings as operational needs require
- Subject to drug test, background investigation, and pre-employment physical
- 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, please attach a resume to the completed application.**