

CASUAL E-ZPASS CUSTOMER SERVICE REPRESENTATIVE

Location: New Castle, DE

Salary: \$9.75 - \$11.00

Opening Date: June 20, 2018

Closing Date: Until Filled

I. POSITION SUMMARY

This is an essential customer service position for the Authority. Provides courteous, professional customer service to E-ZPass customers, accommodates customer requests, and favorably resolves customer inquiries in a timely manner. Responsible for accurate money handling, including cash, check, and credit card transactions. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Interacts with the public, customers, and businesses in a professional manner, providing accurate information
- Provides excellent customer service including handling and resolving customer complaints/problems in a courteous, professional manner
- Accepts and accurately processes financial transactions including cash, checks, credit cards, and bank debit cards required for various customer transactions
- Follows established safety practices

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent interpersonal customer service skills
- Decision making and conflict resolution skills
- Ability to operate a variety of office equipment including a personal computer with word processing applications
- Ability to process cash, check and credit card transactions

IV. MINIMUM QUALIFICATIONS

- High School Diploma or equivalent
- Ability to operate personal computer
- One (1) year experience in customer service, three (3) years preferred
- Proficient data entry skills

V. HOURS OF WORK

- Monday - Friday 1:00pm-6:15pm.

VI. ADDITIONAL REQUIREMENTS

- Subject to a background investigation
- Subject to a pre-employment physical
- 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. In addition, you also have the option of attaching a resume to the completed application.