

## **CASUAL Customer Service Representative**

**Location: Lewes, DE**

**Hourly Rate: \$9.75 - \$11.00**

**Opening Date: March 8, 2018 Closing Date: Until filled**

### **I. POSITION SUMMARY**

This position is a casual Customer Service Representative position which includes providing excellent customer service to our guests by answering telephones, selling tickets, booking reservations, providing tourist related information or greeting shuttle bus passengers. Proficient cash handling, computer data entry and customer service skills required. This position is required to present neat, clean, family friendly appearance. This position is required to work safely and efficiently in accordance with instructions, general operating practices, and procedures. Work schedules will fit the departmental needs requiring employee to work shift work including weekends and holidays. Work is performed indoors/outdoors and can be in any weather condition. This casual position is part-time with no guaranteed number of hours, nor are there any guaranteed assignments.

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

- Accurately and efficiently process Point-Of-Sale transactions
- Follows established safety/security standards
- Provides the highest level of customer service and professionalism to all internal and external customers

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

- Possess customer friendly oral and written communication skills
- Ability to understand relevant Authority policies and procedures and safety techniques
- Cash handling experience
- Data processing in fast pace environment
- Ability to answer phones in a high volume call center
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

#### **IV. TYPICAL WORK ENVIRONMENTS**

- Call Center, Toll Booth, Ticket Counter

#### **VI. REQUIRED EDUCATION AND EXPERIENCE**

- Must be at least 18 years old
- High school diploma or equivalent or equivalent related experience
- Customer service experience

#### **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

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**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.**