TOLL COLLECTOR - CASUAL

Location: New Castle, DE

Salary: $10.75 - $11.75

Opening Date: March 13, 2017 Closing Date: Until Filled

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.

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

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 fixed shifts to include 11:45pm to 8 am, or 7:45am to 4pm, or 3:45pm to 12am and available to work at least two shifts per week including weekend.

VII. ADDITIONAL REQUIREMENTS

- Subject to a background investigation
- Subject to a pre-employment physical
- Subject to pre-employment drug testing

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.