

## **CASUAL E-ZPASS CUSTOMER SERVICE REPRESENTATIVE**

**Location: New Castle, DE**

**Salary: \$9.75 - \$11.00**

**Opening Date: November 7, 2017**

**Closing Date: November 15, 2017**

### **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

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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.**