

## DELAWARE RIVER AND BAY AUTHORITY

Department: Customer Service  
Class Title: Casual Customer Service Representative  
Status: Casual – Limited to 1000 hours per calendar year  
Rate: \$9.00 / hour  
Reports To: Customer Service Manager  
Location: Cape May

### **I. POSITION SUMMARY**

Primary responsibility includes delivering excellent customer service within the Cape May – Lewes Ferry operation. This is a frontline position including ticket sales at the Toll Plaza, Ticket Counter and Gift Shop, in addition to working in the Call Center. Employees must be available for a 3 week (40 hours per week) training period; including weekend and holiday availability thereafter. Shifts range from 6:15 a.m. – 7:15 p.m. however they could vary to meet operational needs. All employees in this position must satisfactorily pass a back ground and credit check prior to offer of employment.

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

- Fare collection operations including cash handling
- Call Center operations
- Assist with customer comments, complaints and inquiries

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

- Customer service, data entry, and problem solving skills
- Ability to multitask
- Ability to operate cash register and make change
- Ability to successfully communicate and deal with patrons, employees and vendors

Interested individuals are invited to apply online or submit an application and resume to the address listed below. This position will remain open until filled.

The Delaware River & Bay Authority  
Attention: Human Resources Dept.  
P.O. Box 71  
New Castle, DE 19720  
Or Fax to (302) 571-6420

The Delaware River & Bay Authority is an Equal Opportunity Employer (EOE).

[www.drba.net](http://www.drba.net)