

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

**LOCATION: NEW CASTLE, DE**

**SALARY: \$14.00 - \$15.00 PER HOUR**

**OPENING DATE: February 28, 2022**

**CLOSING DATE: UNTIL FILLED**

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### **I. POSITION SUMMARY**

This position delivers excellent customer service within the E-ZPass customer service operation at the Delaware Memorial Bridge. This is a front-line position working at the counter and inter-acting with customers. **The schedule for this shift is Monday – Friday 1:00pm to 6:15pm.** This casual position is limited to work a maximum of 28 hours per week on average, but not guaranteed to work a 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
- Basic computer skills and the ability to operate a variety of office equipment
- Ability to process cash, check and credit card transactions
- Flexibility to perform other customer service related duties as assigned

### **IV. MINIMUM QUALIFICATIONS**

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

### **V. SPECIAL REQUIREMENTS**

- 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
- May be required to work rotating shifts and evenings as operational needs require
- Subject to drug test, background investigation

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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.**