

TOLL SUPERVISOR – CASUAL
(Days, nights, weekends, and holidays as scheduled)

Location: Delaware Memorial Bridge, New Castle, DE
Hourly Pay Rate: \$21.00

Opening Date: May 2, 2025

Closing Date: Until filled

I. POSITION SUMMARY

This position is a casual Toll Supervisor responsible for managing the daily operational aspects of the toll plaza at the Delaware Memorial Bridge (DMB). This position provides supervision of toll collectors in the following duties overseeing shift changes, monitoring toll collection operations, performing daily audits, filling shifts as needed, and ensuring adherence to all policies and procedures. The Casual Toll Supervisor monitors all toll operations functionality by gathering pertinent data; identifying and evaluating options; and recommending a course of action and under management's direction resolves issues, concerns, and customer disputes. This casual position is part-time with no guaranteed minimum number of hours, nor are there any guaranteed assignments.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises daily toll plaza operations while working a 24x7 schedule, handles collector call outs to maintain proper lane coverage, manages traffic flow through the toll plaza, and coordinates plaza activity with other departments as needed.
- Actively monitors all toll operations functions throughout the assigned shift by:
 - conducting daily audits on the DMB toll collectors using toll system technologies to ensure the accurate classification of all transactions and that money handling procedures are followed with the timely reporting of anomalies observed to the Toll Supervisor and/or Toll Superintendent;
 - using the plaza interface to the toll collection system, monitors the lanes to ensure that all toll equipment is functional for proper revenue collection;
 - troubleshoots equipment malfunctions and either corrects them or reports them to either Technical Operations, and/or ITS;
 - ensures the latest E-ZPass tag file is on the lanes and violations are at an acceptable level;
 - reports all unresolved issues when observed to the appropriate department(s) to ensure timely resolutions; and
 - ensures the safety and security of all toll personnel, customers, and contractors in the DMB toll plaza.
- As required resolves customer inquiries and/or customer disputes in a timely manner and actively participates in the resolution of complaints that cannot be resolved at the toll collector level
- Prepares statistics for reports
- Makes recommendations for process improvements for both toll operations
- Performs other duties as assigned by management
- Acts as an ambassador of the Delaware Memorial Bridge and always provides the highest level of customer service and professionalism

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of collection practices and procedures (i.e, cash and electronic toll collection operations) including reports and system monitoring devices
- Working knowledge of E-ZPass Electronic Toll Collection
- Ability to provide supervision to a diverse workforce in a challenging 24 x 7 operation
- Ability to handle multiple tasks in a fast-paced environment while maintaining an attitude of composure
- Ability to learn the DMB Toll Collection System
- Demonstrated problem solving skills, including resolving difficulties with patrons and employees with ability to analyze data and evaluate factors to solve problems of a diverse nature and scope
- Knowledge of methodology to run computer systems and to troubleshoot minor computer equipment malfunctions
- Handling of, and resolving of, customer complaints
- Effective oral and written communication skills
- Ability to handle confidential information with a high level of discretion and establish and maintain essential records and files

IV. REQUIRED EDUCATION AND EXPERIENCE

- High school diploma or equivalent
- Two (2) years of toll collection experience
- Two (2) years of supervisory experience preferred

V. SPECIAL REQUIREMENTS

- Subject to a background check including credit and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution to receive their bi-weekly pay
- Must be available to work shifts that support 24 x 7 operation

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition, please attach a resume to the completed application.

The Delaware River and Bay Authority is an Equal Opportunity Employer