

CASUAL CUSTOMER SERVICE SUPERVISOR

Location: Lewes, DE

Hourly Rate: \$20.00

Work schedule is primarily weekends and holidays from 12:00 p.m. to 8:00 p.m. to cover other shifts in support of the departmental needs

Opening Date: March 6, 2026

Closing Date: Until Filled

I. POSITION SUMMARY

This position is a casual Customer Service Supervisor which is responsible for conducting sales and providing customer service, supervision, and administration for the Cape May–Lewes Ferry ticket/tollbooth/call center operations. This position has a primary role in the day-to-day supervision of the Customer Service Department. The Customer Service Supervisor is responsible for providing supervision of employees in the following duties: ticketing, reservations, and sales; handling and resolving customer-related issues; and performing a variety of administrative duties. **Work schedule is primarily weekends and holidays from 12:00 p.m. to 8:00 p.m. to cover other shifts in support of the departmental needs.** Additional shifts will be required based upon business needs.. 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 a sales and customer service team training, coaching and counseling staff
- Assists with setting up, promotion, selling and up-selling of all events and products offered to the public
- Handling of, and resolving of, customer complaints
- Tracks, monitors, measures productivity
- Provides the highest level of customer service and professionalism to all internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong ability to supervise and motivate employees
- Ability to handle multiple tasks, projects, and priorities

- Good verbal and written communications skills
- Ability to operate a variety of office and point-of-sale equipment, such as, personal computers in addition to experience with Microsoft Office products
- Cash handling experience
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE

- High school diploma or equivalent.
- Two years of supervisory experience preferred
- Two years of experience in sales, call center operations, or customer service

V. LICENSES, REGISTRATION, AND SPECIAL REQUIREMENTS

- Possession of a valid motor vehicle operator's license

VI. ADDITIONAL REQUIREMENTS

- Applicants will be subject to a background check
- Subject to pre-employment drug testing
- 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

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.