

MANAGER-E-ZPASS OPERATIONS

Location: Delaware Memorial Bridge, New Castle, DE

**\$86,900 to \$106,500 (commensurate with experience and skills)
(Grade 109)**

Opening Date: March 16, 2026

Closing Date: Until Filled

I. POSITION SUMMARY

The Manager – E-ZPass Operation is responsible for managing the Delaware River and Bay Authority (Authority) E-ZPass Walk-In Center operation at the Delaware Memorial Bridge. The individual in this position will need to be the Authority's in-house expert on the New Jersey E-ZPass Customer Service Center system. The position will provide effective leadership for Customer Service Center personnel including the recruitment and retention functions. The Manager – E-ZPass Operations will supervise, train, coach and mentor the Customer Service Center employees. This individual will serve as the DRBA liaison with E-ZPass member toll agencies and/or their customer service center operators in dealing with E-ZPass toll or violation issues. This individual will work closely with the Authority Police Department and New Jersey E-ZPass to ensure violation revenues are collected. This position has access to confidential information and is responsible to maintain this privacy in support of the Authority and the customers. The Manager – E-ZPass Operations reports directly to the Superintendent of Toll Operations and may assume the duties of the Superintendent in his/her absence.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for overall planning and leadership of the Authority E-ZPass Walk-In Center to include all operating functions performed by Customer Service Center employees; works with management on Customer Service Initiatives
- Schedules and supervises the Customer Service Representatives (CSR) and the Senior CSR; verifies payroll and attendance; monitors employee performance levels and completes annual performance reviews
- Performs nightly close-out, deposits, and reconciliation to the specifications as required by New Jersey E-ZPass
- Oversees the pursuit and collection of unpaid toll violations from unresponsive violators, collaborating with the Authority Police Department while directing the work of the Senior CSR and E-ZPass Toll Violation Recovery Specialist in the identification and resolution of egregious toll violations
- Lead administrative duties related to egregious toll violation management, including but not limited to maintaining egregious violation records; performing case identification; creating repayment agreements; tracking payment histories; monthly reporting and processing payments
- Trains and coordinates staff in the image re-review process ensuring that viable images are resubmitted and previously lost revenue is tracked
- Develops and administers the Authority's annual operating budget for the E-ZPass Customer Service Center, including ongoing monitoring of expenditures and fiscal performance
- Oversees inventory control and reconciliation of all E-ZPass devices and related equipment to ensure accuracy and readiness for annual audits
- Maintains and administers Authority E-ZPass accounts, ensuring vehicle and device information is accurate, current, and properly assigned

- Actively participates in and oversees the timely resolution of customer complaints and inquiries, whether in person or through electronic communication, ensuring clear, accurate, and consistent communication, while providing the highest level of customer service and professionalism at all times
- Assists the Superintendent with all other duties as assigned

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong leadership skills, including decision making and conflict resolution; must be able to motivate the CSRs and work with them to ensure compliance with all Authority policies and procedures
- Extensive knowledge of collection strategies, delinquency management, and recovery processes
- Excellent communication and interpersonal skills; be an expert communicator, actively listen to effectively find the root cause of issues, clearly communicate solutions while maintaining a high level of satisfaction to both external and internal customers; reinforces customer service objectives with all staff
- Self-motivated with ability to work independently; prioritize work volume; to see problems through to completion; handle multiple tasks, projects, and priorities; to meet deadlines under time constraints and handle pressure situations with composure
- Strong computer skills with demonstrated experience in word processing, spreadsheets and using computer applications including the Microsoft Office Suite
- Ability to effectively train, coach, and develop Customer Service Center personnel to ensure high levels of performance and service delivery

VI. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor’s degree in Business, Finance or related field or an equivalent relevant work experience
- Three (3) years of supervisory experience in customer service related field
- Five (5) years of experience in customer service related field preferred
- Experience in E-ZPass operations preferred

VII. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver’s license

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation, pre-employment physical, and drug test
- Delaware River and Bay Authority requires that all employees have direct deposit with a financial institution to receive their bi-weekly pay
- Available to support business operations outside of normal business hours as needed

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

The Delaware River and Bay Authority is an Equal Opportunity Employer