

ADMINISTRATIVE ASSISTANT-TOLLS

Location: Delaware Memorial Bridge, New Castle, DE

\$45,500 to \$54,600 (Salary Grade 102)

(Position and Salary commensurate with experience and skills)

Opening Date: May 13, 2026

Closing Date: May 27, 2026

I. POSITION SUMMARY

The Administrative Assistant supports the entire Toll Operations including the Toll Superintendent, the Toll Supervisors, and the E-ZPass team. This position frequently deals with sensitive information and requires discretion interacting with all levels of the organization as well as our external customers. The Administrative Assistant's responsibilities include the preparation of specialized reports through the analysis of data, identifying solutions to routine and complex problems in support of Toll Operations and E-ZPass, overseeing inventory control including the ordering and processing of payments of all supplies, uniforms, and safety equipment, preparing payroll, scheduling meetings, preparing correspondence, routing incoming calls, responding to routine inquiries from employees, applicants, and patrons, and provides the highest level of customer service for the entire department. This position handles all preemployment and on-boarding processes for casual employees and may be required to fill in as necessary to assist any aspect of Toll Operations and E-ZPass. The Administrative Assistant – Toll Operations is a valued member of the department.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists in the administrative requirements of the Toll Department and performs related duties as required
- Maintains appropriate record keeping and databases which may include data entry and report generation in and from various Authority wide or departmental software systems
- Coordinates the preparation of reports and identifies solutions in support of specific business operations
- Processes invoices, purchase card statements and purchase order requests
- Prepares and submits payroll schedules
- Prepares general correspondence in support of assigned Toll Department activities
- Coordinates departmental communications and reports
- Oversees the reporting of the image re-review process, tracking and documenting results
- Manages departmental inventory and inventory control, including tracking, ordering and reconciling supplies and materials as needed
- Provides routine information to applicants, employees, and customers/patrons
- Routes incoming mail to appropriate personnel
- Receives phone calls and visitors, makes appointments and keeps schedules as directed
- Ensures operation of equipment by; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques
- Records meeting minutes
- Performs office administration processes to include maintaining office supplies
- May organize special events
- May make travel arrangements and process travel reimbursements
- Promotes a professional and courteous environment
- Follows established safety practices while performing assigned duties to protect self, co-workers and the public from personal injury and to prevent damage to Authority property
- Performs other duties as assigned by management
- Exercises superior customer service by performing in a courteous and efficient manner

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Must be capable of learning technical requirements related to the assigned area of work
- Exercise judgment within generally defined guidelines and instructions
- Effective oral and written communication skills
- Excellent typing and computer skills
- Ability to operate standard office equipment
- Proficiency in organizing and maintaining department records
- Ability to prioritize assignments
- Demonstrated experience in Microsoft Office programs such as Outlook, Word, and Excel
- Must be able to handle confidential information with a high level of discretion
- Ability to interact with a diverse group of external stakeholders and visitors as well as internal contacts at all levels of the organization.
- Ability to make independent judgment in planning, prioritizing, and organizing diversified workload, recommending changes in office practices or procedures, etc.
- Ability to provide excellent customer service

IV. REQUIRED EDUCATION AND EXPERIENCE

- Associate's degree or appropriate equivalent experience
- A minimum of five (5) years relevant and increasing experience in office administration
- Previous experience working in a toll collection or customer service environment is preferred

V. LICENSES, REGISTRATION, AND/OR CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation and pre-employment physical including drug test
Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution 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.

The Delaware River and Bay Authority is an Equal Opportunity Employer