

TOLL SUPERVISOR

Location: New Castle, DE

**Salary: \$51,655 to \$60,771 (Grade K)
(Commensurate with experience and skills)**

Opening Date: July 10, 2017

Closing Date: July 24, 2017

I. POSITION SUMMARY

This position is responsible for all daily operational aspects of the toll plaza at the Delaware Memorial Bridge (DMB) and supports the daily activities associated with the E-ZPass Customer Service Center (CSC). This position provides effective leadership for toll collectors and as required customer service center personnel; trains, coaches, and evaluates all assigned personnel, and ensures adherence to all policies and procedures. The Toll Supervisor monitors all toll operations functionality by gathering pertinent data; identifying and evaluating options; and recommending a course of action and resolves issues, concerns, and customer disputes under management's direction.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises daily toll plaza operations while working a 24x7 schedule, handles collector call outs to maintain proper lane coverage, 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 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 Superintendent;
 - using the plaza interface to the toll collection system, monitors the lanes to ensure that all toll equipment is functional
 - troubleshoots minor equipment malfunctions and corrects them;
 - 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 IT Department to ensure timely resolutions
- May be called upon to supervise the E-ZPass CSC and be responsible for performing account maintenance, including but not limited to opening accounts, closing accounts, and making financial adjustments, applying violation payments and waiving fees and/or violations, reconciles customer service representative daily deposits, and performs daily close outs in accordance with written procedures and is capable of performing all duties assigned to the customer service representatives (CSRs) including account replenishment, tag issuance, and cash/credit card management
- Assists in preparing work schedules, payroll timekeeping and administration duties for Tolls and as required the E-ZPass CSC
- As required resolves customer inquiries and E-ZPass customer dispute resolution in a timely manner and actively participates in the resolution of complaints that cannot be resolved at the toll collector/customer service representative level
- Evaluates performance of toll collectors, providing assessments of performance including coaching and counseling on a daily basis as required
- Prepares statistics for reports
- Makes recommendations for process improvements for both toll operations and E-ZPass CSC functions.
- Performs duties in the absence of Tolls and/or E-ZPass management
- Performs other duties as assigned by management
- Provides the highest level of customer service and professionalism at all times

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Detailed 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 and customer service center operations
- Ability to provide effective leadership 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
- 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
- Ability to exercise judgment within generally defined practices and policies to select methods and techniques for obtaining solutions
- Knowledge of methodology to run computer systems and to troubleshoot minor computer equipment malfunction
- Excellent computer skills to include knowledge of variety of computer software programs including the Windows Office Suite (Word, Excel, etc.)
- 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
- Ability to provide superior customer service

VI. REQUIRED EDUCATION AND EXPERIENCE

- Associate's degree in business or a related field or equivalent work experience
- Supervisory or management experience (transportation industry, call center, or customer service)
- At least one (1) year of customer service experience, including customer dispute resolution experience
- Demonstrated knowledge of cash collection system
- Five (5) years of toll collection system experience preferred

VII. SPECIAL REQUIREMENTS

- Subject to a pre-employment drug test, physical and background investigation
- 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, you also have the option of attaching a resume to the completed application.