

CASUAL E-ZPASS CUSTOMER SERVICE REPRESENTATIVE

Location: New Castle, DE

Salary: \$12.75 - 14.00

Opening Date: March 2, 2020

Closing Date: Until Filled

I. POSITION SUMMARY

This position delivers excellent customer service within the E-ZPass customer service operation at the Delaware Memorial Bridge. This is a front-line position working at the counter. **The schedule for this shift will be Monday – Friday 1:00pm to 6:15pm.** This casual position is limited to work a maximum of 28 hours per week on average, but not guaranteed to work a minimum number of hours, nor are there any guaranteed assignments.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Interacts with the public, customers, and businesses in a professional manner, providing accurate information
- Provides excellent customer service including handling and resolving customer complaints/problems in a courteous, professional manner
- Accepts and accurately processes financial transactions including cash, checks, credit cards, and bank debit cards required for various customer transactions
- Follows established safety practices

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent interpersonal customer service skills
- Decision-making and conflict resolution skills
- Ability to operate a variety of office equipment including a personal computer with word processing applications
- Ability to process cash, check and credit card transactions
- Ability to provide excellent customer service

IV. MINIMUM QUALIFICATIONS

- High School Diploma or equivalent
- One (1) year experience in customer service, three (3) years preferred
- Proficient data entry skills

V. ADDITIONAL REQUIREMENTS

- Subject to a background investigation including credit and 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.