

# **TOLL COLLECTOR**

**Location: New Castle, DE**

**Hourly Rate: \$18.62 (\$38,722 annualized)**

**Opening Date: July 10, 2017**

**Closing Date: August 9, 2017**

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## **I. POSITION SUMMARY**

The Toll Collector is responsible for the accurate classification of vehicles and collection of tolls at the Delaware Memorial Bridge. This position is required to give correct change issue receipts, and provide information and travel directions. The Toll Collector has frequent interaction with the traveling public and members of the Toll Department so excellent customer service skills are required. This individual is accountable for his/her toll fund and all monies collected during his/her shift. The Toll Collector is responsible for following 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. This position is a bargaining unit position that is represented by International Union of Operating Engineers, Local 542.

## **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Accurately collects cash according to established toll rates
- Correctly classifies all vehicles by type and axle count
- Provides clear, courteous, and accurate travel directions and information when requested by traveling public
- Provides excellent customer service to internal and external customers
- Assists in other duties as assigned

## **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Good working knowledge of arithmetic without a calculator including addition, subtraction, multiplication and division
- Ability to collect tolls, handle money, and make change accurately
- Ability to communicate in a courteous and businesslike manner and to generally handle stressful situations
- Ability to understand and communicate oral instructions and written directions
- Ability to provide the highest level of customer service and professionalism to all internal and external customers

**IV. REQUIRED EDUCATION AND EXPERIENCE**

- High school diploma or equivalent or equivalent related experience
- One (1) year of customer service experience
- One (1) year of toll collector experience preferred

**V. SPECIAL REQUIREMENTS**

- Subject to a pre-employment drug test, physical and background check including credit
- Work performed in a confined area in the vicinity of moving vehicles
- Long periods of sitting or standing required
- Available for work shifts to support 24 x 7 schedule

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**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition, please attach a resume to the completed application.**