

CASUAL E-ZPASS CUSTOMER SERVICE REPRESENTATIVE

LOCATION: NEW CASTLE, DE

SALARY: \$12.75 PER HOUR

OPENING DATE: NOVEMBER 1, 2021

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 and inter-acting with customers. **The schedule for this shift is 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
- Basic computer skills and the ability to operate a variety of office equipment
- Ability to process cash, check and credit card transactions
- Flexibility to perform other customer service related duties as assigned

IV. MINIMUM QUALIFICATIONS

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

V. SPECIAL REQUIREMENTS

- 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
- May be required to work rotating shifts and evenings as operational needs require
- Subject to drug test, background investigation, and pre-employment physical

- Must be able to pass a 10-year Criminal History Records Check (CHRC) and TSA Security Threat Assessment (STA) to obtain airport SIDA privileges
- Ability to occasionally lift, push or pull up to 50 pounds and sit, stand, walk, stoop and kneel for extended periods of time

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.