

**CASUAL E-ZPASS VIOLATION RECOVERY SPECIALIST**  
**LOCATION: NEW CASTLE, DE**  
**SALARY: \$16.50 PER HOUR**

**OPENING DATE: August 1, 2022**

**CLOSING DATE: UNTIL FILLED**

**I. POSITION SUMMARY**

This position is responsible for assisting the *E-ZPass* and Toll management team with the recovery, reporting, tracking, and payment processing associated with violation restitution. This position will also respond to requests from the DRBA Police in a timely manner for revised toll loss information when recovery efforts are in process. Also responsible for assisting with customers at the Walk-In Service Center as needed. Ability to maintain accurate money handling procedures, including cash, check, and credit/debit card transactions. This casual position is part-time with no guaranteed 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
- Monitors payment performance of enacted Violation Recovery Plans and takes action as needed to collect debt
- Maintains accurate tracking and reporting
- Provides the highest level of customer service and professionalism to all internal and external customers
- 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**

- One (1) year of collections experience, three (3) years preferred
- Proven intermediate level skills with MS Office, specifically with Excel and Word
- One (1) year of experience processing financial transactions
- Effective decision making and conflict resolution skills
- Excellent organizational skills and interpersonal customer service skills
- Ability to exhibit a high level of confidentiality

**IV. MINIMUM QUALIFICATIONS**

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

**V. HOURS**

- Monday – Friday: 9:30AM – 3:00PM
- OR**
- Monday, Tuesday, Thursday, Friday: 9:00AM – 4:00PM

**VI. ADDITIONAL REQUIREMENTS**

- Subject to a background investigation
- Subject to 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

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