

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

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