

CASUAL E-ZPASS CUSTOMER SERVICE REPRESENTATIVE

LOCATION: NEW CASTLE, DE

SALARY: \$14.50 - \$16.00 PER HOUR

OPENING DATE: October 18, 2023

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, Tuesday, Wednesday, and Friday 10:00 am to 3:15 pm, and Thursday 11:00 am to 4:15 pm.** 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.
- May be required to work rotating shifts and evenings as operational needs require
- Subject to drug test, background investigation

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.