

TOLL COLLECTOR – CASUAL
(3:45 PM-12:00 AM)
Location: New Castle, DE
Salary: \$17.50 to \$18.25

Opening Date: January 31, 2025

Closing Date: Until filled

I. POSITION SUMMARY

Collect tolls, classify vehicles, give change and receipts, and provide information and travel directions. The Toll Collector has frequent interaction with the traveling public and members of the Toll Department. The employee 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. **The schedule for this position will be 3:45PM to 12:00AM.**

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Accurately collects cash/checks according to established toll rates
- Correctly classifies all vehicles by type and axle count
- Provides accurate travel directions and information when requested by traveling public
- Consistently provides superior customer service
- 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 understand and communicate oral instructions and written directions

IV. COMPETENCIES

- Customer Focus
- Conflict Management
- Integrity & Trust

V. REQUIRED EDUCATION AND EXPERIENCE

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

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation including credit
- Work performed in a confined area in the vicinity of moving vehicles
- Long periods of sitting or standing required
- Available to work weekends and holidays and as needed weekdays supporting the 24-hr operation averaging no more than 28 hours per week.

VII. ADDITIONAL REQUIREMENTS

- Subject to a background investigation
- Subject to a pre-employment physical
- 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. In addition, please attach a resume to the completed application.