

# **SENIOR CUSTOMER SERVICE REPRESENTATIVE**

**Location: Cape May-Lewes Ferry, Lewes, DE**

**\$55,100 to \$66,100 (Grade 104)**

**Opening Date: January 31, 2025**

**Closing Date: February 28, 2025**

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## **I. POSITION SUMMARY**

The Senior Customer Service Representative (SCSR) is responsible for providing superior customer service, sales, and administration for the Cape May – Lewes Ferry. The SCSR is responsible for but not limited to handling and resolving customer problems and complaints; responding to email, performing ticketing and reservations business transactions and sales (front office duties); developing and implementing effective training programs for all Customer Service Representatives; and providing a variety of administrative duties. The SCSR will train and may supervise other employees and handle customer complaints in the absence of the Customer Service Supervisor. This position reports directly to the Customer Service Manager and has highly confidential responsibility to the Authority and the customers

## **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provides support and supervision to Customer Service Representatives in the absence of a Customer Service Supervisor or Customer Service Manager
- Processes customer information and transactions using a computer with a variety of computer applications including the Microsoft Office Suite, toll collection software, customer service center software and/or other applications
- Coaches and monitors performance of Customer Service Representatives utilizing leadership capabilities to influence desired results
- Assists with scheduling and utilizes KRONOS timekeeping system
- Assists in clarifying goals and objectives for Customer Service Representatives while encouraging participation, upward communication, suggestions and reinforces customer service objectives
- Performs administrative duties and office projects which includes data entry, organizing files, and generating reports
- Works closely with internal and external audits to determine training needs for accurate toll collection
- Assists Marketing Director and Public Information Officer with special activities (e.g., press conferences, radio broadcasts)
- Responsible for booking of fares and knowledge of upselling
- Responsible for handling large sums of money and paperwork; follows procedures for security of personal change funds (bank) and deposits

- Communicates to various departments any important information, special needs or repair requests
- Advises the public of pending conditions such as closures, delays, and/or weather changes that may affect ferry operations
- Understands and follows DRBA Comprehensive Traffic Standard Operating Procedures, Emergency Procedures, along with all DRBA policies
- Provides highest level of customer service to internal and external by responding in a courteous and efficient manner
- Provides assistance to the Director of Ferry Operations and the Assistant Director of Ferry Operations as requested

### **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of reservations, frontline, and call center processes
- Understanding and knowledge of a reservation booking system
- Self-motivated with ability to work independently and as a team member; ability to prioritize work volume with little supervision; drive and ability to see problems through to completion; ability to handle multiple tasks, projects, and priorities; ability to meet deadlines under time constraints and handle pressure situations with composure
- Ability to operate a variety of office equipment (e.g., personal computers, printers, copiers, , postage machine, and postage scale)
- Familiarity with local area and transportation within New Jersey and Delaware shore locations
- Excellent written and verbal communication skills (especially on the telephone)
- Strong interpersonal and relational skills with the ability to establish and maintain effective professional relationships with Authority personnel and external to customers, vendors, etc.
- Ability to effectively supervise staff and demonstrate leadership
- Ability to act as the Authority's intermediary in customer service dispute resolutions
- Ability to stand for several hours a day as necessary
- Ability to assist passengers requiring assistance embarking and disembarking the vessels

### **IV. REQUIRED EDUCATION AND EXPERIENCE**

- Associates Degree from an accredited college or university in business related field or total number of years of equivalent relevant work experience
- Three (3) years of experience working as a customer service representative or equivalent related experience
- Supervisory experience is preferred

### **V. LICENSES AND CERTIFICATIONS**

- Valid driver's license

## **VI. SPECIAL REQUIREMENTS**

- Subject to background investigation, drug test and pre-employment physical
- Must be available to work evenings, weekends and holidays with flexible work hours as needed for continuous ferry operations
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution 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](http://www.drba.net). In addition, please attach a resume to the completed application.**

**The Delaware River and Bay Authority is an Equal Opportunity Employer**