

TOLL SUPERVISOR

Location: Delaware Memorial Bridge, New Castle, DE
(Shift: 6:00 p.m. to 6:00 a.m.)

Salary: \$65,300 to \$80,000 (Grade 106)
(Commensurate with experience and skills)

Opening Date: January 13, 2025

Closing Date: February 11, 2025

I. POSITION SUMMARY

This position is responsible for managing all daily operational aspects of the toll plaza at the Delaware Memorial Bridge (DMB) and as required supports the daily activities associated with the DMB E-ZPass Customer Service Center (CSC). This position provides effective leadership for toll collectors and as called upon CSC personnel; trains, coaches, and evaluates all assigned personnel, and ensures adherence to all policies and procedures. The Toll Supervisor monitors all toll operations functionality by gathering pertinent data; identifying and evaluating options; and recommending a course of action and under management's direction resolves issues, concerns, and customer disputes.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises daily toll plaza operations while working a 24x7 schedule, handles collector call outs to maintain proper lane coverage, manages traffic flow through the toll plaza, and coordinates plaza activity with other departments as needed.
- Actively monitors all toll operations functions throughout the assigned shift by:
 - conducting daily audits on the DMB toll collectors using toll system technologies to ensure the accurate classification of all transactions and that money handling procedures are followed with the timely reporting of anomalies observed to the Toll Superintendent;
 - using the plaza interface to the toll collection system, monitors the lanes to ensure that all toll equipment is functional for proper revenue collection;
 - troubleshoots equipment malfunctions and either corrects them or reports them to either Technical Operations, and/or ITS;
 - ensures the latest E-ZPass tag file is on the lanes and violations are at an acceptable level;
 - reports all unresolved issues when observed to the appropriate department(s) to ensure timely resolutions; and
 - ensures the safety and security of all toll personnel, customers, and contractors in the DMB toll plaza.
- May be called upon to supervise the DMB E-ZPass CSC and be responsible for performing account maintenance, including but not limited to opening accounts, closing accounts, making financial adjustments, applying violation payments and waiving fees and/or violations, reconciles customer service representatives' daily deposits, and performs daily close outs in accordance with written procedures and is capable of performing all duties assigned to the customer service representatives (CSRs) including account replenishment, tag issuance, and cash/credit card management
- Assists in preparing work schedules, payroll timekeeping and administration duties for Tolls and as required the DMB E-ZPass CSC

- As required resolves customer inquiries and DMB E-ZPass customer disputes in a timely manner and actively participates in the resolution of complaints that cannot be resolved at the toll collector/CSR level
- Evaluates performance of toll collectors, providing assessments of performance including coaching and counseling on a daily basis as required
- Prepares statistics for reports
- Makes recommendations for process improvements for both toll operations and E-ZPass CSC functions.
- Performs duties in the absence of Tolls and/or E-ZPass management
- Performs other duties as assigned by management
- Acts as an ambassador of the Delaware Memorial Bridge and always provides the highest level of customer service and professionalism

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Detailed knowledge of collection practices and procedures (i.e., cash and electronic toll collection operations) including reports and system monitoring devices
- Working knowledge of E-ZPass Electronic Toll Collection or CSC operations
- Ability to provide effective leadership to a diverse workforce in a challenging 24 x 7 operation
- Ability to handle multiple tasks in a fast-paced environment while maintaining an attitude of composure
- Ability to learn the DMB Toll Collection System and the Delaware River and Bay Authority's Time, Attendance, and Scheduling System
- Demonstrated problem solving skills, including resolving difficulties with patrons and employees with ability to analyze data and evaluate factors to solve problems of a diverse nature and scope
- Ability to exercise judgment within generally defined practices and policies to select methods and techniques for obtaining solutions
- Knowledge of methodology to run computer systems and to troubleshoot minor computer equipment malfunctions
- Excellent computer skills to include knowledge of a variety of computer software programs including the Windows Office Suite (Word, Excel, Outlook, etc.)
- Effective oral and written communication skills
- Ability to handle confidential information with a high level of discretion and establish and maintain essential records and files
- Ability to provide superior customer service

IV. REQUIRED EDUCATION AND EXPERIENCE

- Associate degree in business or a related field or equivalent work experience
- Supervisory or management experience (transportation industry, call center, or customer service)
- At least one (1) year of customer service experience, including customer dispute resolution experience
- Demonstrated knowledge of cash collection system
- Five (5) years of toll collection system experience preferred

V. SPECIAL REQUIREMENTS

- Subject to a background check
- Subject to a pre-employment physical examination and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution to receive their bi-weekly pay
- Must be available to work shifts that support 24 x 7 operation
- This position is eligible for shift differential pay

If you are interested in applying for this position please complete the on-line application at www.drba.net. In addition to the online application, please attach a current resume.

The Delaware River and Bay Authority is and Equal Opportunity Employer