

WEST VIRGINIA PARKWAYS AUTHORITY

Customer Service Representative (CSR) – Permanent Full Time Status

1. TITLE / POSITION:

Customer Service Representative (CSR) – Permanent Full Time Status

2. ESSENTIAL FUNCTIONS OF THE JOB:

Reports directly to the Customer Service Manager of the West Virginia Parkways Authority for all customer service related activities to ensure smooth daily operations and is a primary customer contact for the West Virginia Parkways E-ZPass system. The CSR is responsible for all account enrollments including mail, fax, web and walk-in customers. The CSR scans the application for accuracy and to ensure all required information is provided. The CSR enters applications into the service center computer, processes payments and packages transponders for mail outs or for direct custom delivery. The CSR also performs account maintenance, either over the phone or from mail, web or fax requests. This responsibility includes ensuring E-ZPass Patron's service requirements are protected and accounted for in accordance with the WV Parkways Authority's standard of performance.

Specific duties and responsibilities include, but are not limited to the following:

- Providing exceptional customer service and handling patron's issues by phone, mail, web, fax or in person.
- Process applications for all customers (walk-in, web, fax, email, etc.)
- Assist with mailing customer notices of renewals and other correspondence.
- Dealing with transponder malfunctions and troubleshooting various other problems with customer accounts.
- Cash out and prepare deposit and daily activity reports at end of shift.
- Process unpaid toll and violation payments.
- Perform initial image review for violations.
- Answer 800-phone line and transferred main line calls to assist customers with their questions and processing telephone inquiries as required.
- Perform account maintenance, including account updates, transponder changes, replacement and additional transponder requests and account replenishments.
- Provide assistance to process/update expired credit cards.
- Assist in mounting transponders and educating customers about the E-ZPass system as needed.
- Create Tracer Tickets for account plan changes and adjustments.
- Other duties as assigned.

AVAILABILITY REQUIREMENTS:

- Must be able to work all shifts including but not limited to:
 - 8:00am to 4:00pm
 - 8:30am to 4:30pm
 - 9:00am to 5:00pm
- Must be available to work a scheduled 40 hour work week and may be required to work overtime in emergency situations.

PHYSICAL REQUIREMENTS:

- Sitting, standing, walking
- Bending, climbing, reaching
- Squatting, stooping
- Kneeling
- Lifting, carrying, pushing
- Handling, fingering, feeling

3. SKILLS AND ABILITIES:

- Strong communication skills (both oral and written)
- Must have the ability to effectively deal with the public in a professional and courteous manner.
- Strong interpersonal skills
- Ability to make decisions and work independently
- Ability to evaluate several situations at the same time and give proper priority to each.
- Ability to deal with frequent interruptions.
- Ability to perform under pressure.
- Strong clerical skills.
- Ability to operate various office equipment and telephone system.
- Strong data entry skills.
- Possess knowledge of the state highway system.
- Ability to follow oral and written instructions.
- Must be able to accept supervision / direction.
- Must be able to work cooperatively and harmoniously with all co-workers and management.
- Must be able to work unsupervised.

- Must maintain a clean and well organized work area.

4. EQUIPMENT:

- Computer (Microsoft programs), scanner, copier & printer
- Various office equipment; telephone, fax, shredder, etc.
- E-ZPass transponder programming equipment and bar code scanners.

5. SALARY:

- Salary wages based on a 40 hour work week.
- Eligible for overtime at the discretion of the Director of Customer Service Operations.

6. WORK SCHEDULE:

- Salary based on a 40 hour work week, performed in 5 x 8 hour days.
- Hours are worked according to the needs as mandated by the Parkways Authority.

7. PLACE OF DUTY:

- Primary office in Charleston, WV; however, duties may be performed at other areas required by the Parkways Authority.

8. EDUCATION / EXPERIENCE:

- Minimum High School Diploma (GED) required.
- Previous customer service experience preferred.

9. SPECIAL REQUIREMENTS:

- Must be able to work outside of normal working hours when necessary.
- Pleasant personality
- Neat and clean appearance.

10. HEALTH:

- Excellent health desired.