

## ETC Director

- Responsible for overall operations of the E-ZPass Customer Service Center (Walk in/Call Center) including staffing requirements, duty assignments, work procedures, auditing, inventory management, lock box, (account management and violation processing), mail house operations, social media, staff training and supervision of daily operations
- Liaison for the Authority on Policy, Technical, Reciprocity, and Marketing to the Interagency Group (IAG). Maintain effective working relations and communications with the various agencies in the IAG.
- Periodic preparation of reports to the Executive Director and the Interagency Group
- Budget preparation and submission. Responsible for identifying areas of improvements to processes to increase productivity, enhance the customer experience, and reduce costs and risks through operational and technological enhancements
- Work closely with vendors to ensure the performance quality standards are met.
- Tracking and monitoring of key Customer Service metrics, customer escalations, issue trends, workload forecasting. Responsible for the documentation and operation of an appropriate system of internal controls.