



*RITBA is accepting applications for the following position:*

**Customer Service Representative**

*(Full-time Position w/ Employee Benefits Package)*

**POSITION DESCRIPTION:**

May perform one or more of the following:

The Customer Service Representative primary purpose is to provide customer service to RIDOT RhodeWorks truck tolling customers.

This position will primarily be located in the RIDOT customer service center and may require remote locations in the future.

This position will report directly to the Support Manager and will work with several key functional departmental Supervisors and Managers.

**MINIMUM JOB REQUIREMENTS:**

A Bachelor's Degree, is preferred, along with electronic toll collection experience and/or customer service

**ESSENTIAL RESPONSIBILITIES:**

- Service the RIDOT customers (account management, transaction processing, invoice disputes, etc.)
- Participate in customer-facing projects and tasks
- Provide client support on inquiries and special requests in person, via phone, or electronically
- Support supervisors in email communication functions
- Prepares, posts, verifies, and records customer payments and transactions related to toll invoice accounts
- Provide auditing on invoices and transactional data
- Process all incoming mail and records statistics
- Responsible for sending correspondence and returning mail that is unable to be processed

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- This individual must have a proven ability to be detail oriented and analytical
- Strong communication and customer service skills
- 1-3 years' experience in the Electronic Toll Collection (ETC) industry and/or customer service
- Experience in image processing is a plus
- Ability to work independently with limited management supervision
- Demonstrate strong organizational, multi-tasking and interpersonal communications skills
- Must be proficient with computers and MS Office 365

*\* This job description represents general duties and is not intended to list every specific function of this position.*

The general RITBA application for employment is available on our website at <http://www.ritba.org/employment-opportunities/>. **The internal application period is open until July 8, 2022.** Applications with personal resume shall be submitted:

- 1) By email to: [atasso@ritba.org](mailto:atasso@ritba.org)
- 2) By mail to: RITBA, Attn:HR  
PO Box 437,  
Jamestown, RI 02835

*The Rhode Island Turnpike and Bridge Authority is an equal opportunity employer.*