



*RITBA is accepting applications for the following position:*

**Customer Relations Representative**

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

**POSITION DESCRIPTION:**

The RITBA Customer Relations Representative (CRR) is responsible for E-ZPass customer service email inquiries and responses, E-ZPass interagency group toll disputes, and acting as a liaison to the Rhode Island DMV.

This position will report directly to the Violations Manager and will work directly with several key Functional departmental Managers.

**MINIMUM JOB REQUIREMENTS:**

- Bachelor's Degree, preferred
- Experience with electronic toll collection and/or E-ZPass

**ESSENTIAL RESPONSIBILITIES:**

- Service the RITBA customers (Account management, transaction processing, etc.)
- Participate in customer-facing projects and tasks
- Responsible for creating tracking databases, reports, and statistics for E-ZPass
- Using automated tools to extract data from primary and secondary sources
- Preparing reports for management stating trends, patterns, and predictions using relevant data
- Responding to customer inquiries in a timely and accurate way, via phone, email or chat.
- Data entry and research as required to troubleshoot customer problems
- Identifying customer needs and helping customers use specific features
- Manage toll disputes within the E-ZPass IAG and RITBA
- Maintain a relationship with the RI DMV to support Rhode Island customers with out of state toll disputes and provide supporting documentation

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- This individual must have a proven ability to be detail oriented and analytical
- Must have experience in data analysis and trend forecasting
- Five years' experience in the Electronic Toll collection Industry
- Experience in violation processing is a plus
- Ability to work independently with limited management supervision
- Demonstrate strong organizational, multi-tasking and interpersonal communications skills
- Must have proficient computer skills and MS Office experience

*\* 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 application period is open until the position is filled. 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.*