

Employment Opportunity

Position: Toll Operations Specialist

Job Location: 3461 Carmen Avenue, Rancho Viejo, TX 78575

Website: www.ccrma.org/about-us/about-careers/

Salary: Hourly - \$13.00

Job Status: Full-Time

Date: June 2, 2023

Deadline: Until Filled

Description of Duties: The toll operation specialist acts as a liaison, provides information on the toll road and resolves any emerging problem that our customers might face with accuracy and efficiency. The toll operation specialist also processes payments, reviews and identifies license plates, sorts and prepares mail. May travel on occasion. This position is subject to a six-month probation period.

Responsibilities:

- Maintains a positive, empathetic and professional attitude towards customers at all time.
- Processes payments in person, over the phone, and by mail using various payment forms, including cash.
- Manage large amounts of incoming calls.
- Keeps accurate records of customer interactions, transactions, comments, and complaints.
- Identify, assess, and responds promptly to customer inquiries and complaints to achieve satisfaction.
- Communicates clearly with customers through various channels and follows up when necessary.
- Understands and promotes toll road usage and tag accounts
- Provides accurate, valid, and complete information
- Ensures customer satisfaction and provides professional customer support.
- Reviews and identifies license plates using image review program.
- May sort and prepare mail accurately and meet deadlines.

Requirements: The applicant must meet the following requirements when applying:

- Minimum of 2 years' experience in customer service.
- Strong phone contact handling skills and active listening.
- Excellent communication skills and present a professional image.
- Ability to stay calm when customers are stressed or upset.
- Ability to multi-task, prioritize, use online resources, and can work with computers.
- Customer orientated and ability to adapt/respond to different types of characters
- Must be able to sit for long periods of time using a computer.
- Must type at least 40 wpm
- Proficiency in Office Programs (Word, Excel, Adobe)
- Must be able to read, write, speak, and understand English clearly
- Bilingual is not required but preferred.
- High School Diploma or GED required
- Employment is contingent to a criminal background check
- **Must submit a resume and an application**

Benefits: The CCRMA offers fringe benefits, based on the category of employee, including: Retirement Plan, and paid holidays. Incentives available based on employee performance. CCRMA is an equal opportunity employer and is in compliance with the Equal Employment Opportunity Commission.

Contact: HR Department

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