



**POSITION DESCRIPTION:
CUSTOMER SERVICE
REPRESENTATIVE**

POSITION TITLE: Customer Service Representative
REPORTS TO: Toll Operations Supervisor
FLSA EXEMPTION: Non-Exempt

SUMMARY OF PURPOSE:

The CCRMA is looking for a Customer Service Representative (CSR) who is organized and driven to be part of our company. Under the direction of the Toll Operations Supervisor, the CSR provides information, identifies, and assesses the customer's needs with accuracy and efficiency.

PHYSICAL/MENTAL REQUIREMENTS:

1. Uses computer approximately 6-8 hours per day.
2. Uses telephone and email to communicate with staff and others, approximately 6-8 hours per day.
3. Sits approximately 6-8 hours per day.

ESSENTIAL FUNCTIONS:

1. Assist customers with payments, invoice questions, account management and inform customers on ways to improve their experience.
2. Accurately processes payments for tolls and provides change for various U.S. bill denominations.
3. Balance cash and prepare accurate cash deposits on monies collected.
4. Provides service to customers over the phone, by email, mail, or in person by utilizing the provided tools.
5. Handle customer complaints, provides appropriate solutions in a timely manner, follows up, and keeps accurate records of complaints.
6. Effectively communicate with customers to assist with their necessities, in person, via email or over the phone.
7. Actively promote our Fuego Tag account, utilizing various strategies to increase account registrations, and consistently encouraging customers to interact with their established accounts for various features. The CSR's top priority should be to foster positive customer interaction and clearly identify all the important features that Fuego Tag has to offer. The CSR will also review and identify license plates using the provided tools and provides accurate data entry while reviewing images from cameras to assess toll for highway usage.
8. Responsible to consistently check the image quality and give feedback to their supervisor to assure optimum picture quality by the cameras out in the lanes.

9. May work with sorting and preparing mail accurately and in a timely manner.
10. May travel on occasion.

SKILLS AND QUALIFICATIONS:

1. Strong phone contact handling skills and active listening.
2. Excellent communication skills and present a professional image.
3. Ability to stay calm during stressful situations with customers.
4. Ability to multi-task, prioritize, use online resources, and can work with computers.
5. Customer orientated and ability to adapt/respond to different types of characters.
6. Must type at least 40 wpm.
7. Must be able to effectively communicate.
8. Bilingual is not required but preferred.

EDUCATION AND EXPERIENCE:

1. At least two (2) years' experience in customer service.
2. High School Diploma or GED required.
3. Proficiency in Office Programs (Word, Excel, Adobe).

GENERAL FUNCTIONS:

1. Handling sensitive or confidential information with honesty and integrity.
2. Taking on additional tasks as needed to learn more about the organization.
3. Performs other duties as requested.