



## Employment Opportunity

**Position:** Toll Operations Specialist

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

**Website:** <https://ccrma.org/about-us/about-careers/>

**Salary:** Hourly - between \$8.00 - \$10.00

**Job Status:** Part Time

**Number of Vacancies :** 2

**Date:** June 17, 2019

**Deadline:** July 15, 2019

**Description of Duties:** The toll operation specialist provides information, identify and assesses the customer's needs with accuracy and efficiency. Primary task includes helping customers with payments, invoice questions, account management and advises customers on ways to improve their experience. Accurately processes payments for tolls and provides change for various U.S. bill denominations. Balance cash and prepare accurate cash deposits on monies collected. Provides service to customers over the phone, by email, mail, or in person by utilizing the provide tools. The specialist will also handle customer complaints, provide appropriate solutions in a timely manner, follows up, and keeps accurate records of complaints. The specialist will also review and identify license plate using provided tools. They may work with sorting and preparing mail accurately and on a timely manner. May travel on occasion. This position is subject to a three-month probation period.

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

- Minimum of 3 years' experience in customer service
- Minimum of 3 years' experience in cash handling
- Strong telephone contact handling skills and active listening
- Must have strong people skills, enjoy working with the public, have excellent verbal communication skills and must present a professional image
- Ability to work with customers in a caring and respectful manner and with due understanding of and consideration for their unique circumstances
- Ability to multi-task, prioritize, and use online resources
- Strong problem solving and decision-making skills
- Must have good cooperative working relationships with other employees
- Hearing and vision within normal ranges is essential for normal conversations and duties, to receive ordinary information and to interact with customers
- Must have data entry experience
- Must type at least 40 wpm
- Proficiency in Office Programs (Word, Excel, PowerPoint, Adobe)
- Must be able to read, write, speak, and understand English clearly and precisely
- Occasionally lifts, carries, or otherwise moves items weighing up to 25 pounds
- High School Diploma or GED required
- Employment is contingent to a criminal background check
- **Must submit a resume**

**Benefits:** The CCRMA offers fringe benefits including: Retirement Plan. 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**

**Ericka G. Treviño \* 956-621-5574 \* [etrevino@ccrma.org](mailto:etrevino@ccrma.org)**