



Customer Service Center Supervisor

The Ohio Turnpike and Infrastructure Commission

If you want to accelerate your career growth, you need to stop thinking about today. Instead, think year one and beyond. Bring your talents and goals to one of Northern Ohio's vital resources and join the future of transportation.

If you are interested, here's what we can offer you:

- Starting salary - \$61,934.60
- Excellent pension, and health care benefits
- Paid leave
- Growth and advancement
- Educational assistance and reimbursement

Main Job Tasks and Responsibilities:

- Responsible for daily operation of customer service center
- Supervise and direct a staff of Customer Service Representatives regarding work assignments; assist with questions regarding issuance of E-ZPass transponders and/or accounts; update staff on new policies and procedures; provide training and direction for new department employees
- Ensure timely and accurate operation of the Customer Service Center i.e. open new accounts, update existing accounts, resolve customer disputes, review and mail all expired, failed or insufficient account notifications, record lost or stolen transponders, invoice past due and unpaid toll amounts, apply payments of postpaid and unpaid toll invoices, close accounts
- Reconcile payments and E-ZPass balances to general ledger
- Analyze expenditures and reports and process accordingly
- Track supplies and forms needed to process all related transactions
- Assist other departments with various forms of customer interaction and feedback
- Must have ability to work under pressure, with frequent interruptions; perform accurate mathematical computations, recognize errors and make necessary corrections
- Handle sensitive and routine inquiries and resolve conflicts or controversy
- Perform any other duties as may be assigned by the CFO/Comptroller

Education and Experience:

- High School Diploma or GED
- Minimum of three (3) years' experience, directly related to customer service
- One (1) year of supervisory experience is preferred
- Knowledge of employee training and development
- Ability to effectively communicate, both orally and written
- Previous accounting or bookkeeping experience is desired i.e. knowledge of accounts receivable and payable

- Skilled operation of computers and computer programs i.e. MS office and accounting software

Application Process:

Those interested may obtain a copy of the employment application [HERE](#). Individuals must print the application, fill out using a blue or black pen, and send it along with a cover letter and resume via U. S. mail to:

The Ohio Turnpike & Infrastructure Commission
Attn: Human Resource Generalist
Human Resources Department
Reference Code: CSS
682 Prospect Street
Berea, Ohio 44017

Applications will be received until position is filled.

The Ohio Turnpike and Infrastructure Commission is an *Equal Opportunity Employer*