



Customer Service Center Representative

The Ohio Turnpike and Infrastructure Commission

Berea Administration Building, Berea, Ohio

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 - \$48,862.32
- Excellent pension and health care benefits
- Paid leaves
- Educational assistance and reimbursement

Main Job Tasks and Responsibilities:

- Provide assistance and informational services to E-ZPass customers and general public by telephone, in writing, electronically or in person
- Process all transactions related to E-ZPass transponders and payments; may act as a cashier to accept and validate payments and maintain record of transactions
- Operate a computer and other electronic equipment to enter, research, and retrieve data regarding E-ZPass customer and commercial accounts
- Prepare correspondence to E-ZPass customers for delinquent invoices or other necessary business reasons
- Reconcile payments and E-ZPass balances to ledgers; post invoices and cash receipts; deposit miscellaneous receivables
- Analyze expenditures and reports and process accordingly
- Review and invoice E-Zpass customers, electronically and/or in paper format
- Must have ability to work under pressure, with frequent interruptions; perform accurate mathematical computations, recognize errors and make necessary corrections
- Serve as back-up for various accounting and administrative functions
- Perform any other duties as may be assigned by the Customer Service Supervisor

Education and Experience:

- High School Diploma or GED
- Minimum of one (1) year experience directly related to customer service; experience in the handling of large call volume preferred
- 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: CSR
682 Prospect Street
Berea, Ohio 44017

Applications will be received until Tuesday, January 22, 2019 at 5:00 p.m.

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