

# Customer Service Center Supervisor

## Ohio Turnpike- 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 range - \$68,689.40-\$85,125.82 annually (Commensurate with Experience)
- Excellent pension and health care benefits
- Generous Paid leaves
- Educational assistance and reimbursement

### Job Duties:

- Assists the Customer Service Manager in the daily operation of the customer service center.
- Supervises and directs a staff of Customer Service Representatives regarding assignment of work.
- Directs workflow for maximum efficiency and focuses attention to areas of greatest importance.
- Provides training and work direction to new employees.
- Provides immediate assistance to all the Customer Service Center representatives with customer questions or issues concerning the issuance of E-ZPass transponders, opening E-ZPass accounts, updating credit card or vehicle information, disputed tolls or administrative charges, payment of toll invoices, or releasing BMV registration holds.
- Handles routine calls and emails as needed to maintain service levels, as well as escalated calls
- Oversees the reconciliation of all forms of customer payments to the general ledger.
- Processes payroll for the Customer Service team including approving time off requests, schedule changes, FMLA and leave of absence time entries, and lunch deductions.
- Performs any other duties as may be assigned by the Customer Service Center Manager.

### Major Worker Characteristics:

- Knowledge of employee training and development; accounts receivable and payable functions; payment card industry (PCI) compliance and personal identifiable information (PII) security, laws, and regulations.
- Supervisory skills including the ability to resolve conflicts and/or controversy.
- Skilled in the operation of a personal computer and MS Office.
- Ability to perform mathematical computations accurately; sort, check, count and verify numbers.
- Communicate effectively both orally and in writing.
- Work under pressure and with frequent interruptions; handle routine and sensitive inquiries from within and outside the organization; use tact and diplomacy as well as maintain high levels of trust and confidentiality.
- Accuracy and attention to detail is extremely important and critical.

**Minimum Qualifications:**

- High School Diploma or GED required.
- Minimum of three (3) years' experience directly related to customer services with call center experience with at least one (1) year in a supervisory capacity required.
- Excellent verbal and written communication skills required.

**Application Process**

Those interested may apply [HERE](#). This link will redirect you to the Online Application site.

Applications will be accepted until position is filled.

*The Ohio Turnpike & Infrastructure Commission provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*