

Customer Service Representative

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 salary - \$52,087.10-\$64,350.26 annually
- Excellent pension and health care benefits
- Generous Paid leaves
- Educational assistance and reimbursement

Job Duties:

- 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 or Manager.
- Properly identify the license plate number and plate state codes as well as plate type, vehicle type, and any plate number prefix and suffixes where applicable.

Major Worker Characteristics:

- Knowledge of general accounting functions and reporting systems; office practices and procedures.
- Skill in the operation of a personal computer, MS Office, and various accounting software.
- 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.
- Complete detailed and complex documents, proofread materials, recognize errors, and make corrections.

Minimum Qualifications:

- High School Diploma or GED required.
- Minimum of one-year experience directly related to customer service in a call center environment.
- Previous accounting or bookkeeping work desirable.

Application Process:

Background checks will be conducted on all selected applicants and include, but are not limited to, driving record, criminal record and employment history. A drug test and pre-employment physical may be required as a part of the selection 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 FCRA form (available on the website) and resume via U. S. mail to:

The Ohio Turnpike & Infrastructure Commission
Attn: Human Resources Manager
Reference Code: Customer Service Representative
682 Prospect Street
Berea, Ohio 44017

Applications will be received until the 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.