

## ETC Supervisor

- Responsible for daily operations of the E-ZPass Customer Service Center including duty assignments, work procedures, inventories, staff training, quality control and supervision of operations.
- Manage a fully operating call center. Respond to customer inquiries, resolve personal and business account discrepancies, and coordinate with other E-ZPass agencies personnel to resolve E-ZPass customer issues.
- Provide technical support to E-ZPass staff for computer issues and act as liaison between offsite IT support and back office systems. Responsible for loading all E-ZPass related software.
- Responsible for planning, managing, and executing social media programs for RITBA's Twitter and Facebook accounts.
- Responsible for creating tracking databases, preparing invoices, reports, and payments for unpaid toll violators.
- Responsible for creating records retention documentation, organizing files and cataloguing E-ZPass software
- Responsible for preparing weekly timesheets to finance for payroll for E-ZPass employees
- Responsible for ordering, distributing, and managing inventory for RITBA.
- Preparing the board package and meeting minutes for the Board of Directors
- Prepare various reports and analysis for the Auditors, Board of Directors, and Chief Financial Officer.