



**Rhode Island Turnpike and Bridge Authority**  
P.O. Box 437 | Jamestown, Rhode Island 02835-0437

**ETC Customer Service Representative**

May perform one or more of the following:

ETC Customer Service Representative is responsible for servicing customers.

This position may be located at any of our customer service centers.

This position will report directly to the CSC Manager and will work directly with several key Functional departmental Managers.

**Key Functions**

- Service the RITBA customers
- Participate in customer-facing projects
- Provide client support on inquiries and special requests

**Qualifications**

- This individual must have a proven ability to be detail oriented and analytical
- Strong communication and customer service skills
- 3 - 5 years' experience in the Electronic Toll Collection Industry.
- Experience in violation processing is a plus
- Ability to work independently with limited management supervision
- Demonstrate strong organizational, multi-tasking and interpersonal communications skills
- They must be detail oriented and must be proficient in customer service and MS Office.

**Education**

A Bachelor's Degree, is preferred, along with a minimum of 3 – 5 years' related ETC experience

**Application Procedure**

- Please send cover letter, resume and RITBA general employment application to:
  - Marianne Durgin, Executive Assistant to the Director  
Rhode Island Turnpike and Bridge Authority, PO Box 437, Jamestown, RI 02835
  - Or electronically to: [MDurgin@ritba.org](mailto:MDurgin@ritba.org)
  - For questions please call: 401-423-0800
  - Closing Date: February 22, 2018
- The Rhode Island Turnpike and Bridge Authority is an equal opportunity employer.