



SOUTH JERSEY TRANSPORTATION AUTHORITY

**FARLEY SERVICE PLAZA • P.O. BOX 351
HAMMONTON, N.J. 08037**

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Mikie Sherrill
Governor

Dr. Dale G. Caldwell
Lt. Governor

Priya Jain
Chair

Stephen F. Dougherty
Executive Director

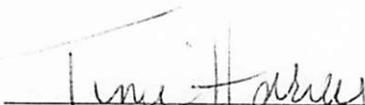
JOB POSTING

Position: Part Time Customer Service Representative (Tolls)
Location: TBD
Salary: \$20.80
Closing Date: March 24, 2026

All requests for the above position are to be sent in writing to Tina Harvey, Human Resource Manager no later than the Closing Date listed above.

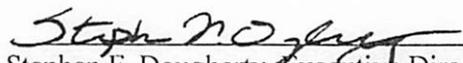
Part Time employees will be paid a competitive wage and may be eligible for merit increases upon satisfactory performance evaluations. All part time employees will be annually issued 40 hours of sick leave commensurate with the New Jersey Sick Leave Law. Part Time employees will also be enrolled in the Defined Contribution Retirement Plan (DCRP). SJTA is an Equal Opportunity Employer.

Please refer to the attached for job description.



Tina Harvey, Human Resource Manager

Approved:



Stephen F. Dougherty, Executive Director

Dates Posted: March 18, 2026, through March 24, 2026

Locations Posted: East, West and Central Maintenance, Egg Harbor & Pleasantville Tolls, Mays Landing, E-ZPass Customer Service Center, State Police, State Police Garage, Administration Building, Atlantic City Welcome Center, Airport, Airport Firehouse, Engineering, Snow Equipment Bldg., ESP, Transportation Services and SJTPO

The Authority is an equal opportunity employer. The policy of the Authority is that all employees will be treated equally without regard to race, creed, color, religion, national origin, ancestry, age, sex, marital status, domestic partner status, familial status, domestic partnership status, affectional or sexual orientation, atypical hereditary cellular or blood trait, genetic information, veteran status, disability or handicap or for any other reason prohibited by law. Such employment action includes, but is not limited to the following: employment, promotion, demotion, transfers, layoffs and termination, recruitment and selection for training and all Authority sponsored social and recreational programs.

SOUTH JERSEY TRANSPORTATION AUTHORITY
POSITION DESCRIPTION

POSITION: Part Time Cust. Serv. Rep. (CSR) **DEPARTMENT:** Tolls

NAME: _____ **DATE:** _____

REPORTS TO: Tolls Director **SALARY RANGE:** \$20.80 per hour

Job Summary:

The Customer Service Representative (CSR) provides courteous, professional, and timely service to all customers regarding tolls on the Atlantic City Expressway, in addition to transactions that are part of the New Jersey Customer Service Center (NJ E-ZPass) group of agencies. Customers include E-ZPass account holders as well as others who may have inquiries regarding toll transactions that may have resulted in violations or invoices. The CSR is responsible for accurate money handling (including cash, check and credit card transactions) and for keeping all customer information and transactions secure at all times. The CSR is also responsible for the daily accounting of their financial and non-financial transactions, ensuring that each end of day deposit of funds has been verified by management and reconciles to the end of day system generated accounting and reporting.

Job Responsibilities:

- Interacts with the public in a professional manner, providing accurate information regarding the Atlantic City Expressway NJ E-ZPass transactions.
- Processes customer information and transactions using computer applications including Microsoft Office as well as proprietary customer service center/toll collection applications.
- Provides accurate customer information, researches issues, and resolves disputes in a timely manner.
- Ability to accurately process financial transactions including cash, checks, and credit/debit cards required for various customer transactions.

Knowledge and Abilities:

- Communicate effectively in a warm and empathetic manner.
- Possess good writing skills and be able to communicate effectively to clearly convey status updates and report system and procedural issues.

Supervisory Responsibilities: none

Physical Requirements:

- Ability to work indoors at a desk for extended periods of time.
- Ability to work outdoors traveling to other job sites as needed.
- Ability to lift and carry 10-20 pounds as needed.
- Listen, talk, interact, and effectively communicate with other employees, supervisors and outside contacts.
- Standing and/or sitting for extended periods of time.
- Use of phone and/or computer for extended periods of time.
- Bending, reaching and twisting in the performance of daily job functions.
- Seeing, reading, writing, utilizing a computer keyboard, mouse and other computer implements.
- Ability to work a set schedule consistent with job and/or business needs.
- Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

Qualifications:

- Ability to operate a personal computer.

Education:

- High School Diploma or equivalent.

Experience:

- One (1) year of experience in a customer service-related field, three (3) years preferred.
- One (1) year cash-handling experience.

Disclaimer: This job description is not intended, nor should it be construed to be an exhaustive list of all responsibilities, duties, skills, or working conditions associated with a particular job. It is intended to be only a general description of the principal requirements common to a position of this type.