

The Port Authority of NY & NJ

Title: Customer Relations Analyst

Department: Tunnels, Bridges & Terminals (TB&T)

Location: 4 World Trade Center, New York, NY

Responsibilities

The TB&T Revenue Collection Group is searching for a Customer Relations Analyst to join our growing team. The successful candidate will support E-ZPass and Tolls by Mail (TbM) customer relations, process improvements and project management. He/she will assist with customer inquiries (both revenue and non-revenue) via phone and in writing and provide customer service center back office support. The Customer Relations Analyst shall have strong communication and writing skills, experience with writing reports and data analysis and prior experience in the customer service field.

The selected candidate will report to the Manager of E-ZPass Customer Service Center Operations.

The position is responsible for the following activities:

- Assist with the handling of E-ZPass and TbM inquiries and resolution related to customers, violators, PA employees, and PA retirees
 - Conduct research to provide help and advice to customers using PA policies and business rules as a guide
 - Communicate courteously with customers by telephone, email, letter and face-to-face
 - Investigate and solve customers' problems, which may be complex or long-standing problems that have been passed on by the Customer Service Center or Marketing team
 - Keep accurate records of discussions or correspondence with customers
 - Coordinate issues and follow-up with the NY Customer Service Center as required
 - Assist with collecting data for ad-hoc performance metric analysis reporting and contractor damage assessment calculations

- Assist with handling E-ZPass and TbM violations and credit disputes;
 - Communicate courteously with other E-ZPass agencies.
 - Initiate requests to the New York Customer Service Center for reports, information, data, etc.

- Review violation and credit dispute correspondence as needed from away agencies
 - Research and Prepare violation dismissal requests and credit requests packages
 - Manage master dispute log file
- Other tasks may include:
- Reviewing monthly invoice from NY Customer Service Center and update tracking report
 - Manage contractor change order status and provide detailed action item log
 - Preparing ad-hoc reports with Excel or conducting research using database applications
 - Support processing of special vehicles (over-sized/weight) transactions
 - Research and provide timely responses to inquiries from Audit
 - Assist with facility problem inquiries, changes to operational processes or maintenance events that impact customer service transactional processing and reconciliation
 - Lead tasks as necessary for other Agency projects as the needs arise throughout the year

Qualifications:

Candidates must present the following qualifications to be considered eligible for this position:

- Must possess a Bachelor's Degree from an accredited college or university in business related field.
- Minimum of 2 years' relevant work experience in customer service and/or tolling

How to Apply:

To view full job description and to apply please visit our career website and apply online at:

<http://www.jointheportauthority.com/jobs/3748022-customer-relations-analyst>

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