



To: All Parkways Employees

From: Sonya Forren

Date: September 2, 2026

The West Virginia Parkways Authority is currently accepting resumes for a Toll Revenue Finance Clerk I in Charleston. A job description listing the criteria required is attached.

All resumes should be submitted to: wvpacareers@wvturnpike.com by September 16, 2026.

If you have any questions, please call.

Toll Revenue Finance Clerk I

Department: Finance

Reports To: Finance Manager

FLSA Status: Non-Exempt

Position Type: Full-Time

Location: Charleston, WV

Position Summary

The Toll Revenue Finance Clerk I performs entry-level accounting and financial support duties related to toll revenue operations. This position is responsible for processing routine customer service refunds, performing basic account adjustments, and researching standard toll transaction issues in accordance with established policies and procedures.

Work is performed under close supervision within clearly defined guidelines, with an emphasis on accuracy, compliance, and developing knowledge of toll revenue systems and agency policies. Day-to-day workflow, assignments, and technical guidance are provided by the Senior Toll Revenue Finance Clerk, who serves as the lead for daily operations.

Essential Job Functions

- Review customer service refund requests for completeness, accuracy, and required documentation prior to processing.
 - Process approved refunds through WV OASIS and the toll system in accordance with established procedures.
 - Perform basic financial adjustments in the toll system, including:
 - Toll and video toll disputes
 - Discount plan and manual fee adjustments
 - WV E-Z Pass manual account credits and debits when required
 - Maintain accurate electronic and paper financial records through filing and scanning in accordance with record-retention requirements.
 - Communicate with associates, vendors, and the general public to obtain information or resolve routine account-related issues.
 - Escalate complex or unresolved matters to the Senior Toll Revenue Finance Clerk as appropriate.
 - Perform other related duties as assigned
-

Skills and Knowledge

- Basic knowledge of accounting principles and financial procedures.

- Ability to perform accurate mathematical calculations.
 - Ability to follow written policies and detailed procedures.
 - Strong organizational skills and attention to detail.
 - Ability to prioritize duties in order of importance.
 - Ability to meet deadlines and work with frequent interruptions.
 - Proficiency with Microsoft Office, particularly Excel.
 - Ability to communicate effectively, verbally and in writing.
-

Education and Experience

- High School Diploma or GED required
- College coursework in accounting, finance, or a related field preferred.
- Minimum of one (1) year of experience in accounting, banking, financial transaction processing, or a closely related field required.
- Experience researching financial transactions, identifying discrepancies, and processing corrections, adjustments, or refunds required.
- Experience required using Microsoft Excel.