



To: All Parkways Employees

From: Melanie Ball

Date: June 26th, 2026

The West Virginia Parkways Authority is currently accepting resumes for four (4) Customer Service Representative positions in Charleston at Headquarters. A job description listing the criteria required is attached.

All resumes should be submitted to: wvpacareers@wvturnpike.com by July 13th, 2026.

Starting range: \$19.2480 - \$23.2640 per hour and based on experience

If you have any questions, please call.

Customer Service Representative (CSR)

Department: Customer Service Center

Reports To: Supervisor

FLSA Status: Non-Exempt

Position Type: Full-Time

Location: Charleston & Beckley, WV

Position Summary

The Customer Service Representative (CSR) is responsible for delivering high-quality customer service in support of the West Virginia Parkways Authority E-ZPass program. This role assists customers with account management, processes transactions, resolves inquiries, and supports operational functions including image review and account research.

Key Responsibilities

- Provide professional and courteous customer service across all channels, including walk-in, phone, mail, and electronic communication
- Assist customers with E-ZPass account setup, maintenance, and general inquiries
- Process applications, payments, replenishments, and account updates accurately and efficiently
- Address transponder issues, toll violations, and case management needs
- Troubleshoot account issues and educate customers on proper E-ZPass usage
- Handle inbound calls and inquiries with a focus on timely resolution
- Perform image review duties including reviewing toll images, verifying plate and vehicle information, and applying appropriate actions
- Conduct account research and apply corrections as necessary to ensure accuracy
- Maintain accurate records and complete required daily reporting and deposit preparation
- Support mailing operations including preparation and distribution of notices and correspondence
- Ensure compliance with all departmental policies and procedures
- Perform other duties as assigned

Availability Requirements

- Must be available to work flexible shifts based on operational needs
- Must be able to work a scheduled 40-hour work week
- Overtime may be required as needed including high-volume or emergency situations

- Weekend availability may be required

Physical Requirements

- Ability to sit, stand, and walk for extended periods
- Ability to bend, reach, climb, kneel, and squat
- Ability to lift, carry, and move materials or equipment

Skills and Abilities

- Strong verbal and written communication skills
- Ability to provide excellent customer service in a fast-paced environment
- Strong attention to detail and accuracy
- Ability to manage multiple tasks and prioritize workload effectively
- Ability to remain professional under pressure
- Strong problem-solving and decision-making skills
- Ability to work independently and as part of a team
- Ability to handle frequent interruptions and changing priorities
- Proficiency with customer service systems and office software

Equipment Used

- Computer and Microsoft Office applications
- Telephone, fax, copier, scanner, and shredder
- E-ZPass transponder programming equipment and barcode scanners

Work Schedule

- Based on a 40-hour work week (five 8-hour days)
- Scheduled according to operational needs of the Parkways Authority
- Primarily office-based

Place of Duty

- Charleston and Beckley, WV primary locations
- May be required to work at other locations as needed

Compensation

- Hourly position based on a 40-hour work week
- Eligible for overtime per organizational policy

Education and Experience

- High School Diploma or GED required
- Customer service or related experience preferred