

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 2273300**

**Thruway Commercial Representative, NS 2273300**

Brief Description of Class Series

Thruway Commercial Representatives establish and maintain relationships with corporate officers, fleet managers, account managers, accounts payable staff, and owner operators representing trucking organizations, bus companies, and other commercial entities participating in Thruway E-Z Pass programs.

Positions in this series are only classified at the Thruway Authority.

Distinguishing Characteristics

*Thruway Commercial Representative:* non-competitive; ensures timely and effective resolution of customer service issues; offers advice and guidance to commercial and business entities relating to the various accounts offered by E-Z Pass; and recommends and assists in the development of policies and procedures related to E-Z Pass customer service.

Illustrative Tasks

Discusses and explains in detail the requirements of using the Thruway E-Z Pass programs, including explaining procedures to open and amend all types of commercial accounts.

Reviews new account paperwork for compliance and coordinates the creation of new commercial accounts.

Explains and promotes new technologies and advises clients of applicable requirements and the utilization of best practices.

Provides customer service to account holders by assisting in account maintenance, such as complaints, over-charges, information updates, lost or misplaced tags, and toll violations.

Assists in the collection of delinquent accounts, including advising account holder of low, zero or negative balance and expedite proper procedures to help bring accounts current.

Assists with preparations for public presentations at truck shows and safety seminars explaining Thruway programs and promoting Thruway services.

Serves as liaison with internal and external entities on interagency and customer service issues.

### Minimum Qualifications

#### *Thruway Commercial Representative*

Non-Competitive: five years of satisfactory experience in a position that requires a thorough knowledge of marketing, including soliciting major commercial accounts, preferably in the travel and tourism industry. A bachelor's degree in marketing or a related field may be substituted for up to four years of the required experience.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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