

STATE OF DELAWARE  
DEPARTMENT OF TRANSPORTATION  
SELF-SCREENING SUPPLEMENTAL QUESTIONNAIRE

TOLL COLLECTOR

**JOB REQUIREMENTS FOR TOLL COLLECTOR**

1. Knowledge of customer service which includes providing prompt, accurate, and courteous service to customers, seeking information, answering requests as quickly as possible, ensuring customers are satisfied with service, and responding to complaints.
2. Knowledge of working with money and making change.
3. Knowledge of math such as addition, subtraction, multiplication, division, percentages, or decimals.
4. Knowledge of using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.

In addition to the meeting the job requirements, all candidates for this position need the following requirements as well. If you answer "NO" to any of the requirements listed, do not complete the rest of the form. Sign below and return the form with your state of Delaware application.

- Are you willing and able to work in a booth under adverse weather and environmental conditions (i.e., hot, cold, rain, snow, exhaust fumes, etc.)? Yes  No
- Are you willing and able to lift and carry bundles weighing up to thirty (30) pounds for short distances if required with or without an accommodation? Yes  No
- If there were to be a power outage, are your math skills sufficient to add and subtract without the aid of a calculator? Yes  No
- Are you willing and able to work weekends, holidays, shifts and overtime?  
Yes  No
- Are you able to deal tactfully with customers, responding to questions and when confronted by rude or irate people? Yes  No

I have read the above job conditions. To the best of my knowledge, the answers I have provided are true and correct.

If offered the position of Toll Collector, I agree to accept the conditions indicated as part of the work requirements of the position.

\_\_\_\_\_  
Applicant's Printed Name

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date



# Delaware Department of Transportation

Personnel Use Only  
JR's  Yes  No  
Comments:

Rater: \_\_\_\_\_ Date: \_\_\_\_\_

## EMPLOYMENT APPLICATION

For Direct Hire, Casual Seasonal, and Career Ladder Promotions **ONLY**

Name \_\_\_\_\_  
Last First Middle Initial

Mailing Address, City, State & Zip \_\_\_\_\_  
E-mail Address: \_\_\_\_\_  
Home Phone: \_\_\_\_\_  
Business Phone: \_\_\_\_\_  
May we call you at work?  Yes  No  
Cell Phone: \_\_\_\_\_

Job Applied for (Title) \_\_\_\_\_ Job Location: \_\_\_\_\_

Present State of Delaware Employee  Yes  No  Merit  Other  Seasonal

Past State of Delaware Employee  Yes  No  Merit  Other  Seasonal

State of Delaware Pensioner  Yes  No Retirement date \_\_\_\_\_  
(Receiving a Pension Check)

Driver's License (State) \_\_\_\_\_ Type: \_\_\_\_\_ Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Employment Dismissals: Have you been involuntarily discharged or forced to resign from State employment in the last 3 years? *If yes, give details:*  Yes  No

The State requires verification of identity and eligibility for employment in the United States.

Are you lawfully permitted to work in the United States beyond a temporary period without employment based sponsorship?  Yes  No

If you are a male, born after January 1, 1960, have you registered for Selective Service, if required to register? Proof of registration may be required.  Yes  No

Have you ever been convicted of a felony or Class A Misdemeanor?  Yes  No

*If yes, identify type of offense, date and location. (A conviction will not necessarily disqualify you from employment.)*

Offense Date: \_\_\_\_\_ Location: \_\_\_\_\_ Type of Offense: \_\_\_\_\_

## EDUCATION/TRAINING

Have you graduated from high school or passed the G.E.D.?  Yes  No

Have you attended vocational and/or business school?  Yes  No

Did you attend college, universities, or other technical schools beyond high school?  Yes  No

If yes, give complete information in table below:

**\*A degree, as part of the Job Requirements, must have been issued from an accredited college or university in order to meet the Job Requirements.**

School Name	Location	Dates Attended	Major/Minor	Type of Degree Received

Please list currently valid certification of professional or vocational competence/licenses and expiration date.

License/Certification Registration Type	Issued by/Number	Expiration Date

Other Job-Related Training:

Course Title	Training Provider	Dates Attended

## EMPLOYMENT HISTORY

Are you employed now?

Yes  No

Beginning with your current or most recent position, state your employment history. A resume does not substitute for this section of the application. This section *must be completed*.

Employed	Job Title:		Hourly or Annual	
From:	Employer:		Salary:	
	Location:		Start:	
MO/DD/YR	Supervisor Name:		End:	
To:	Supervisor Title:			
	Supervisor Phone No.:			
MO/DD/YR	Reason for Leaving:			
Describe your duties:				

Employed	Job Title:		Hourly or Annual	
From:	Employer:		Salary:	
	Location:		Start:	
MO/DD/YR	Supervisor Name:		End:	
To:	Supervisor Title:			
	Supervisor Phone No.:			
MO/DD/YR	Reason for Leaving:			
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Employed	Job Title:		Hourly or Annual	
From:	Employer:		Salary:	
	Location:		Start:	
MO/DD/YR	Supervisor Name:		End:	
To:	Supervisor Title:			
	Supervisor Phone No.:			
MO/DD/YR	Reason for Leaving:			
Describe your duties:				

## JOB REQUIREMENTS

Please describe how your education, training, and experience meet **each** Job Requirement and/or Preferential and Selective described in the Job Announcement. Please *do not* submit copies of letters or training certificates, unless stated as a requirement.

Use additional pages if needed

# APPLICANT RELEASE OF EMPLOYMENT INFORMATION

## READ THIS STATEMENT BEFORE SIGNING THIS APPLICATION:

Information provided on this application may be verified, including, but not limited to, contacting former employers. **Any false or substantive omission of information may be cause for rejection or dismissal if employed by the State.**

I authorize the release of any information from previous employers or references. If I am a current or former employee of the State of Delaware, I acknowledge that my personnel records shall be subject to review by the hiring agency.

By signing this application, I certify agreement with the terms given above for Applicant Release of Employment Information.

By signing this application, I certify that I have read and understand the conditions of employment as stated below. I also certify that this application was completed by me, that all entries on it are true, and that I seek employment under these conditions.

- **Child Support Compliance:** State law requires that information on all hires (i.e. Name, Address, Social Security Number, and Date of Hire) be reported to the State for the purpose of locating persons who owe family support. The Division of Child Support Enforcement is authorized to request additional employment and identifying information under special circumstances. Applicants will not be disqualified from employment based on this information.
- **Direct Deposit:** As a condition of employment, direct deposit of paychecks is required for all new employees.
- **Immigration Law:** At the time of hire, state employees must meet the documentation requirements of the Immigration Reform and Control Act of 1986.
- **Reference Check:** Prior to appointment, your education and employment history are subject to verification. At the time of a selection interview, candidates may be required to provide copies of certificates, licenses, diplomas, and course transcripts.

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Signature

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Date

Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request auxiliary aid or service, please call (302) 739-5458 for assistance. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

An Equal Opportunity Employer