



Position: Part-Time Customer Service Representative
Location: Pittsburgh, PA
Reports to: Director of Operations
Compensation: Commensurate with experience

Summary:

Customer Service Representatives support Healthy Ride customers from our Strip District office. Representatives may assist customers in the field at special events as customer service demands require. Customer Service Representatives use a solid understanding of the technical aspects of our system to deliver a positive customer experience. They are passionate communicators with strong interpersonal skills. Day after day, Customer Service Representatives inspire customer confidence in the Healthy Ride system through direct interactions with system users.

Duties and Responsibilities:

- Respond to all customers and potential customers in a timely, professional, and enthusiastic manner via multiple channels, including but not limited to phone, email, and in person.
- Assist all customers with the highest level of customer support
- Assist customers in registering, renting, and returning bikes using the Healthy Ride system
- Investigate customer service issues and find solutions
- Provide detailed documentation of all customer interactions
- Provide ongoing support for Healthy Ride’s individual and group membership programs
- Monitor system and perform regular system maintenance, including but not limited to contacting customers with account issues and proactively contacting customers to resolve potential rental issues
- Fulfill and mail new membership welcome packets
- As needed, represent Healthy Ride by assisting and participating in outreach and marketing events to drive sales and promote Healthy Ride (festivals, health fairs, station popups, etc.)
- Adhere to all Pittsburgh Bike Share protocols and procedures.
- Other tasks and duties as assigned

Qualifications:

- Relevant work experience
- Ability to problem solve and remain calm under pressure
- Excellent written and verbal communication skills
- Excellent organization skills and ability to meet deadlines
- Strong computer/software skills
- Must be willing to work evenings, weekends, and holidays
- Must be able to type, speak/hear on the phone, and use equipment like headsets

To Apply

Please send your resume and cover letter to jobs@pghbikeshare.org and include “Customer Service Representative” in the subject line.