



## Customer Service Representative

### Reports to Director of Operations

#### Job Purpose

Pittsburgh Bike Share seeks a **Customer Service Representative** to support **Healthy Ride** customers in person, by phone, or via email from our Strip District office. Pittsburgh Bike Share is a nonprofit that operates Healthy Ride, Pittsburgh's station-based bike share program, consisting of 700 bikes and over 100 stations. Our mission is to expand access to public transit through easy-to-use, affordable active transportation opportunities.

A Customer Service Representative fulfills this mission by fostering positive customer experiences, escalating customer comments or concerns to appropriate staff, and monitoring system usage. A qualified Customer Service Representative is expected to respond to customers through multiple channels and proactively reach out to customers when needed. They must possess a solid understanding of the technical aspects of our system to help customers register, resolve billing inquiries, rent/return, and resolve various other questions or concerns. Customer Service Representatives are passionate, professional, and patient communicators with strong interpersonal skills. They inspire customer confidence in the Healthy Ride system through direct interactions with system users.

#### Duties & Responsibilities

- Meet or exceed expectations for call quality, response time, and issue resolution for all customer interactions across all channels.
- Accurately record and document all customer interactions
- Work closely, respectfully and collaboratively with all Pittsburgh Bike Share employees to fulfill customer service expectations
- Monitor system usage and escalate issues to appropriate staff to ensure customer satisfaction
- Proactively contact customers to resolve account issues
- As needed, represent Healthy Ride at events or assist customers at a station (Open Streets, station popups, etc.)
- Investigate customer service issues and find solutions
- Adhere to all Pittsburgh Bike Share protocols and procedures
- Other tasks and duties as assigned



## Qualifications

### Required:

- Ability to multi-task, prioritize duties, and escalate issues as needed
- Excellent written and verbal communication skills
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals
- Proven experience with computer-based systems, particularly Google components
- Experience in technical troubleshooting, identifying, and resolving customer issues
- Excellent organization skills, attention to detail and ability to meet deadlines
- Must be willing to work evenings, weekends, and holidays
- Ability to work independently
- Must be able to type, speak/hear on the phone, and use equipment like headsets

## Working Conditions

### The position requires:

- Schedule flexibility, including occasional weekend and evening work.
- Ability to work in a shared, open-office work space.

## Employment Details

- Position type: Part-Time, Seasonal (April through September)
- Compensation: \$13
- Benefits: Unlimited, free use of bike share system!

## To Apply

To be considered for this position, please send your **resume with cover letter** to [jobs@pghbikeshare.org](mailto:jobs@pghbikeshare.org) and include “Customer Service Representative” in the subject line.