



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 650 bikes and over 100 stations. Healthy Ride is driven by our mission is to expand access to public transit through easy-to-use, affordable active transportation opportunities. As a small organization with a big mission, Healthy Ride has a strong internal culture that emphasizes teamwork, inclusion, innovation, creativity, hard work, and fun. Healthy Ride employees provide safe, reliable and memorable customer experiences, and create mutually-rewarding relationships with our riders, partners, and communities. We are looking for a talented Customer Service Representative to join our team!

Duties & Responsibilities

- Respond to customers through multiple channels including in person, email, text, phone calls, and mail
- Meet or exceed expectations for call quality, response time, and issue resolution for all customer interactions
- 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:

- A commitment to Pittsburgh Bike Share's Mission: expanding access to public transit through easy-to-use, affordable active transportation opportunities
- Ability to communicate effectively with people of all ages, abilities, cultural groups, economic status, or sexual orientation
- Ability to write and speak in a professional, friendly and accurate manner.
- Ability to multitask, prioritize duties, and escalate issues as needed
- 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
- 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
- Ability to work in a shared, open-office work space
- Ability to stay calm and collected in challenging situations

Preferred:

- Bilingual and/or experience with non-English speaking communities
- Previous non-profit experience
- Experience bicycling, walking, or using local public transportation

Employment Details

- Position type: Part-Time
- Compensation: \$14
- 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 and include "Customer Service Representative" in the subject line.