

## AFCS Third Party Retail Assistant

Port Authority is seeking a AFCS Third Party Retail Assistant to report all retail sales activity and AFCS fare media and equipment disputes. Provides prompt and professional resolution to AFCS third-party retailers by assisting with AFCS equipment issues through the AFCS helpdesk and escalates issues when outside of scope.

### Essential Functions:

- Monitors monthly sales activity of third-party retail outlets. Verifies and validates claims for incorrect charges due to AFCS equipment malfunctions, load errors on sales terminal, or incorrect amounts loaded to cards. Reconciles third-party accounts and generates monthly invoices.
- Provides responsive, timely support to all third-party retail outlet accounts by providing basic level diagnosis of remote Sales Outlet Terminal equipment to identify source of problem and either assists client by working through processes or escalates issue as needed. Submits monthly reports summarizing helpdesk activity and follow-up.
- Act as the liaison between Port Authority and third-party retailers regarding AFCS equipment and Scheidt Bachman to arrange maintenance services. Follows through with client to ensure issue has been resolved. Schedules service maintenance.

### Job requirements include:

- High school diploma or GED.
- Associate degree or successful completion of two (2) years or college level coursework in Business Administration or related field. Directly related experience may be substituted for the education on a year-for-year basis.
- Three (3) years of experience in Finance
- Two (2) years of experience providing process or administrative support
- Demonstrated ability in the use of Windows, Microsoft Word and Excel.
- Valid PA driver's license
- Effective and professional communication skills, including strong telephone skills.
- Ability to prioritize multiple work objectives and schedules.

### Preferred attributes:

- Customer Service experience.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Missy Ramsey  
Employment Department  
345 Sixth Avenue, 3<sup>rd</sup> Floor  
Pittsburgh, PA 15222-2527  
[MRamsey@portauthority.org](mailto:MRamsey@portauthority.org)  
EOE