

Customer Experience Advocate

Pittsburgh Regional Transit is seeking a Customer Experience Advocate to support the Director of Customer Experience in the effort to promote improved customer interaction using tools such as performance counseling, presentations, and data analysis. Promotes communication skills and techniques geared toward improving employee performance.

Essential Functions:

Assists Director of Customer Experience in determining appropriate course of action to improve customer service by operators and makes recommendations such as additional instruction, or refresher training.

Develops and facilitates customer interaction training sessions for operations personnel as per company policies.

Assists Customer Service Department from initial receipt of complaint to determine appropriate course of action and department to address.

Maintain training documentation and make updates as per business needs.

Obtain training feedback from participants, analyze, and implement appropriate suggestions.

Job requirements include:

- High School Diploma or GED.
- Five (5) years of transit operations and/or customer service experience.
- Professional and effective written and verbal communication skills.
- Moderate experience providing presentations for a classroom setting.
- Proven organizational and multi-tasking skills.
- Ability to work independently and collaborate with other departments.
- Strong understanding of Pittsburgh Regional Transit operations procedures, regulations and policies.
- Demonstrated ability in the use of Windows, Microsoft Word, Excel and PowerPoint.
- Valid PA driver's license.

Preferred attributes:

- BA/BS Degree in Communication, Education, Psychology, Business or directly related field from an accredited school.
- Demonstrated ability to compile and analyze data to determine behavioral trends.
- Working knowledge of latest social media best practices and technologies.



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

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