

## Customer Service Representative

Pittsburgh Regional Transit is seeking a Customer Service Representative to represent Port Authority of Allegheny County d/b/a/ Pittsburgh Regional Transit as the first point of contact by providing exceptional telephone skills to reflect a positive corporate image. Provide information to the public that will enable them to use PRT systems and services.

### Essential Functions:

- Responds over the phone to a large volume of customer calls providing accurate and courteous information regarding complaints, transit stops, schedules, fares, routings, policies, procedures, lost & found items and Connectcard information.
- Maintain complete updated files pertaining to detours, route changes, schedule changes, fares, transit stops and marketing campaigns in order to provide accurate responses to customer inquiries.
- Utilize Schedule-Dispatch database and computer based applications to access various transportation information.

### Job requirements include:

- High School Diploma or GED.
- Minimum of one (1) year customer service experience on the phone or in a call center environment handling large volume of customer calls. Completion of all the following PRT courses can be substituted for one year call center requirement: (1) Essential Telephone Skills; (2) Listening Skills; (3) Questioning Techniques; (4) How to Handle theirate Caller; (5) Six Cardinal Rules of Customer Service; (6) Good Grief, Good Grammar and (7) Organize for Success.
- Ability to learn and retain large quantities of route, fares and service information.
- Successful completion of administered Work Keys Assessments.
- Demonstrated ability in the use of Windows and Microsoft Word.
- Professional and effective communication skills.
- Ability to work various shifts, including weekends and holidays.

### Preferred attributes:

- Advanced education in a directly related field.



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

Keith Marrow  
Employment Department  
345 Sixth Avenue, 3<sup>rd</sup> Floor  
Pittsburgh, PA 15222-2527  
[KMarrow@RidePRT.org](mailto:KMarrow@RidePRT.org)

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