

Supervisor of Customer Service

Pittsburgh Regional Transit is seeking a Supervisor of Customer Service to supervise the activities of the Customer Service/Relations staff; administration of the operation and training policies, procedures, and performance standards to the Customer Service/Relations staff; to resolve customer complaints and assist any other Supervisor of Customer Service, as needed for Port Authority of Allegheny County d/b/a Pittsburgh Regional Transit (PRT).

Essential Functions:

- Assigns work and supervises the daily activities of assigned Customer Service/Relations staff. Ensures day-to-day activities, in support of department goals, are completed in an efficient and cost-efficient manner within established policies and procedures.
- Working knowledge of social media platforms such as Facebook, Twitter, Instagram etc..
- Adheres to budget limitations, assists in supervising programs within budgetary scope and performs related administrative duties such as assisting in composing monthly board reports.
- Assists with ongoing monitoring of Customer Service information processes to ensure employees provide customers with accurate and timely information in the proper manner.

Job requirements include:

- High school diploma or GED.
- Associate degree in marketing, communications, business or directly related field from an accredited college or university.
- Minimum of (3) years of customer service experience within a call center environment or PRT customer service experience within the last five (5) concurrent years of the PRT call center.
- Effective interpersonal skills, ability to handle emotionally charged situations and to handle a demanding workload.
- Demonstrated ability to communicate internally and externally through effective written and/or verbal skills.
- Demonstrated ability to lead, manage and complete projects and/or tasks that have been delegated within a group and/or team setting.
- Demonstrated ability in the use of Windows, Microsoft Word and Excel.
- Ability to work various shifts including weekends and holidays.
- Excellent organizational skills.

Preferred attributes:

- Extensive experience in a call center environment.
- Experience in utilizing the Internet.
- Extensive knowledge of PRT 's various modes of transportation and services provided.



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

Holly A. Jenkins
Employment Department
345 Sixth Avenue, 3rd Floor
Pittsburgh, PA 15222-2527
HJenkins@RidePRT.org
EOE