

Manager of Customer Experience

Pittsburgh Regional Transit is seeking a Manager of Customer Experience to organize, manage, and monitor the daily functions of the Customer Experience Department including oversight of employees. Assists the Director of Customer Experience with the reporting, collaboration and implementation of customer-focused agency initiatives to enhance the quality of customer experience. Ensures alignment of initiatives with Strategic Plan Customer Experience focused goals to improve satisfaction, and drive brand loyalty to retain and attract riders.

Essential Functions:

- Assists the Director of Customer Experience with the development and implementation of customer-centric strategies that enhance both internal and external customer satisfaction.
- Manages and reports customer satisfaction data throughout the agency to drive awareness of customer perception, need and satisfaction to drive customer-focused decision making.
- Supervises non-managerial employees within the Customer Experience Department.
- Manages employee workflows, delegating tasks and monitoring performance.
- Conducts regular meetings and collaborates with cross-functional teams to assist in coordination of customer experience initiatives, projects, and efforts.

Job requirements include:

- High School Diploma or GED.
- BA/BS degree in Business Administration, Communications, Transportation, or directly related field from an accredited school. Directly related experience may substitute for the education on a year-for-year basis.
- Minimum five (5) years of customer service or relations experience, with three (3) years in a transit or customer service-related field.
- Minimum three (3) years of experience in management role.
- Professional and effective communication skills. Must be able to prepare status reports, create communications content, present in front of both internal and external customers, read, and write routine reports and correspondence.
- Problem solving. Ability to lead, manage, and motivate teams in challenging and ever-changing environments.
- Ability to translate data and insight into business improvement, delivering tangible and measurable benefits.
- Excellent time management skills. Must be able to prioritize and delegate tasks as needed to meet deadlines.
- Customer Oriented.
- Demonstrated ability in the use of Windows, Microsoft Word, Excel and PowerPoint.
- Valid PA driver's license.

Preferred attributes:

- Strong understanding of Port Authority operations procedures, regulations, and policies.
- Prior experience in public speaking.
- Prior experience in project management.
- Prior experience in analyzing data.
- Knowledge of transportation sector



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

Joe Sekely
Employment Department
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Pittsburgh, PA 15222-2527
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EOE