

Supervisor of Digital Communications

Pittsburgh Regional Transit is seeking a Supervisor of Digital Communication to supervise the activities of the Digital Communications agents; administration of the operation and training policies, procedures, and performance standards to the digital agents; to resolve customer complaints and assist the Digital Communications Manager as needed. Ensures prompt and professional resolution to all AFCS complaints and provides support to the Customer Service Center.

Essential Functions:

- Assigns work and supervises the daily activities of the digital communications agents. Ensures day-to-day activities in support of department goals are completed in an efficient and cost-effective manner within the established policies and procedures. Develops and enforces operating and department policies, procedures, and performance standards of the Customer Service Department, as assigned.
- Provides coverage for the Digital Communications Manager, in his/her absence.
- Responsible for the development and implementation of training materials for new hires, and current staff. Updates training material as technology and software develops and performs ongoing training. Assists in the training of new hires with the Digital Communications team as assigned. Plans, coaches, monitors, evaluates, and develops employee.

Job requirements include:

- High school diploma or GED.
- Associate degree or successful completion of two (2) years or college level coursework in Business Administration, Communication, Information Technology or directly related field from an accredited school. Directly related experience may be substituted for the education on a year-for-year basis.
- Minimum of three (3) years of customer service experience or Port Authority customer service experience within the last five (5) years.
- Two (2) years of experience providing administrative support.
- One (1) year of experience using various social media tools; Facebook, Twitter, Instagram, etc.
- Demonstrated ability in the use of Windows, Microsoft Word, and Excel.
- 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.
- Ability to work various shifts including weekends and holidays.
- Valid PA driver's license.
- Effective and professional communication skills, including strong telephone skills.
- Ability to prioritize multiple work objectives and schedules.
- Ability to work other locations as needed.

Preferred attributes:

- Working knowledge of new tools in digital experience and customer experience.
- Transportation industry experience.



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

Glenn Huetter
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Pittsburgh, PA 15222-2527
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EOE