



Operated by Bike Share Pittsburgh   
POGOH.com

## **Customer Service Representative**

Bike Share Pittsburgh

### **About Bike Share Pittsburgh**

Bike Share Pittsburgh is a nonprofit organization that operates Pittsburgh's station-based electric bike share program, POGO H. POGO H pedal and e-assist bikes are available 24/7 at stations across Pittsburgh. Our organization is made up of multiple departments dedicated to providing the best mobility option for Pittsburgh. Bike Share Pittsburgh is driven by our mission to provide a joyful, sustainable, and affordable mobility service for all residents and visitors.

### **Bike Share Pittsburgh Experience**

Bike Share Pittsburgh has a shared open office space located near the Doughboy statue on Penn Avenue in the Strip District. We have a mix of folks working remotely, in-person, or hybrid schedules depending on job requirements. Our staff is small, so each role at Bike Share Pittsburgh requires focus, hard work, and (most importantly!) teamwork to provide our customers with a joyful experience riding bikes. We all take pride in POGO H. In our downtime, we ride bikes and spend time supporting others in our community.

## **Customer Service Representative**

Bike Share Pittsburgh is seeking a Customer Service Representative to help our riders have a joyful experience riding POGO H! This position is part-time and expected to work approximately 25-30 hours per week, including nights and weekends. Customer Service Representatives can work in-person at our office, remotely, or hybrid, with the exception of occasional in-person trainings and meetings.

**Folks who enjoy this role are commonly detail-oriented, tech savvy, and find joy in helping others.**

Bike Share Pittsburgh embraces diversity and equal opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

Equal Opportunity Employer M/F/V/D



Operated by Bike Share Pittsburgh   
POGOH.com

## Responsibilities

- Respond to customers through multiple channels including, email, text, phone calls, mail and occasional in-person events.
- Meet or exceed expectations for call quality, response time, and issue resolution for all customer interactions.
- Accurately record and document all customer interactions
- Work closely, respectfully and collectively with all Bike Share Pittsburgh employees to fulfill customer service expectations
- Monitor system usage and escalate issues to appropriate staff to ensure customer satisfaction
- Proactively contact customers to resolve account issues
- As needed, represent Bike Share Pittsburgh at events or assist customers at a station (Open Streets, station popups, etc.)
- Investigate customer service issues and find solutions
- Adhere to all Bike Share Pittsburgh protocols and procedures
- Other tasks and duties as assigned

## Qualifications

### Required:

- A commitment to Pittsburgh Bike Share's Mission to provide Pittsburgh with a joyful, sustainable, and affordable mobility service for all residents and visitors.
- Ability to work in a shared, open-office work space or remotely from home as needed.
- Occasional in-person work is required for this role for events, staff engagement, internal meetings, etc. The right candidate will have the ability to easily switch between working remotely and working in person, following CDC guidelines when onsite.
- Ability to work evenings and weekends regularly
- Ability to communicate effectively with people of all ages, abilities, cultural groups, economic status, or sexual orientation
- Ability to write and speak in a professional, friendly and accurate manner.
- Ability to multitask, prioritize duties, and escalate issues as needed
- Commitment to organizational efforts to foster respect, dignity, fairness, caring, equality, and self-esteem for all individuals
- Proven experience with computer-based systems, particularly google, VPNs, or antivirus software
- Ability to work independently
- Must be able to type, speak/hear on the phone, and use equipment like headsets



Operated by Bike Share Pittsburgh   
POGOH.com

- Must have a reliable internet connection and quiet space to work remotely.
- Ability to stay calm and collected in challenging

situations

Preferred:

- **Bilingual individuals are strongly encouraged to apply**
- Previous non-profit experience
- Experience bicycling, walking, or using local public transportation

Compensation and Benefits

- Starting at \$15.00/hr
- 11 company holidays per year, half day pay for part time staff
- Free, unlimited bike share membership
- Dog-friendly office
- Quarterly staff outing
- Wholesale bicycle parts
- Professional development opportunities
- Flexible scheduling
- Paid Breaks

Job Type: Part-time

Pay: \$15.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Paid training
- Parental leave
- Vision insurance
- Work from home

Schedule:

- Day shift



Operated by Bike Share Pittsburgh   
POGOH.com

- Evening shift
- Weekend availability

Application Question(s):

- This is a remote position that requires occasional in-person team meetings. Are you able to attend in-person meetings?
- Are you available nights and weekends?

Work Location: One location

- 

To apply, please fill out an application at [Pogoh.com/join/](https://pogoh.com/join/)