



Operated by Bike Share Pittsburgh 
POGOH.com

3328 Penn Ave
Pittsburgh, PA 15201
info@pghbikeshare.org
412.621.0464

Bike Share Pittsburgh (POGOH) seeks a **part-time Customer Support Representative** to assist customers by phone, via email, and in person. This remote position is expected to work approximately 25-30 hours per week, including nights and weekends. Bike Share Pittsburgh is a nonprofit that operates Pittsburgh's station-based bike share program. Our organization is driven by our mission to provide Pittsburgh with a joyful, sustainable, and affordable mobility service for all residents and visitors.



As a small organization with a big mission, Bike Share Pittsburgh has a strong internal culture that emphasizes teamwork, inclusion, innovation, creativity, hard work, and fun. Bike Share Pittsburgh employees provide safe, reliable and memorable customer experiences, and create mutually-rewarding relationships with our riders, partners, and communities. We are looking for a talented, passionate, detail oriented **Customer Support Representative** to join our team!

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

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
- Investigate customer service issues and find solutions; creative problem-solving
- Monitor system usage and escalate issues to appropriate staff to ensure customer satisfaction
- Provide technical support to customers related to the mobile applications and bike share system
- 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.)
- Work closely, respectfully and collectively with all Bike Share Pittsburgh employees to fulfill customer service expectations
- 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
- 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 when necessary
- Availability to work evenings and weekends regularly
- Experience with computer software, mobile applications, and providing technical support to customers
- 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
- Ability to work independently with a high-level of attention to detail and completing repetitive tasks
- Must be able to type, speak/hear on the phone, and use equipment like headsets
- 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 \$18.00/hr
- Accrue 5 hours of PTO per month for part time staff
- 8 Holidays (floating), 5 Holidays (fixed)
- Free, unlimited bike share membership
- Dog-friendly office
- Discounted Ascend Climbing Membership
- Quarterly staff outing
- Wholesale bicycle parts
- Professional development opportunities



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- Flexible scheduling
- Paid Breaks

How to apply

To apply, please email a cover letter and resume to jobs@pghbikeshare.org