



JOB ANNOUNCEMENT

POSITION: Customer Service Coordinator

POSTED: May 15, 2017

DIVISION: Customer Service

APPLICATION DEADLINE: 4:00pm on May 26, 2017

SALARY: \$48,000 - \$55,000

FLSA: Non-Exempt

DUTIES:

Understand operational workflows, identifying errors and applying analytics to business data. Performs advanced independent analysis, exercise of judgment and detailed knowledge of relevant PWSA programs, policies, procedures and regulations responds to inquiries from public, PWSA personnel, etc., regarding various PWSA programs, policies, procedures and regulations. Classically works with clients through a call center environment with advanced levels of risk and complexity of needs. Maintain an effective network of internal and external relationships. Through discovery conversations, identifies and implements client solutions and as appropriate collaborates with internal business partners. Effectively executes on contact management strategy through utilization of available tools and resources.

Regularly meets with internal business partners to communicate and review business results to pipeline to management. Must have exceptional time management and be able to multi task. Provides coaching and feedback to staff using call center and workforce management tools. Ensures adequate staffing levels are maintained to maintain and exceed service levels. Maintains business relationships with vendors and provide ways to improve processes. Reports call trend work with other departments, as necessary, to maintain an in-depth technical knowledge of new technology being deployed.

KNOWLEDGE/ABILITIES:

Excellent problem-solving, organizational and analytical skills, with the ability to produce strategy based on research, data and business trends. Effectively meet daily deliverables, outputs and reporting goals. Generate new training methodologies. The ability to drive business performance above service level by introducing better business practices. Possess the proven ability to train and preparing new hires for success within the company. The ability to evaluate up-to-date software to meet business needs. Must possess the ability to speak in high-level meetings and explain data and overall operations. Needs to be able to innovative drive and demonstrate the ability to achieve goals in a forward-thinking and fast-paced atmosphere. Have a high level working knowledge of Microsoft Office Suite that includes proficiency in Outlook, Excel and PowerPoint. Experience working with ERP solutions or Customer Relationship Software (CRM) is a plus.

GENERAL REQUIREMENTS:

Candidate must be domiciled in City of Pittsburgh at the time of appointment and remain domiciled in the City of Pittsburgh throughout employment with the PWSA. Verification of City residency required at time of appointment.

EDUCATION:

In order to be considered eligible for this position, the application must clearly show;

- 5 or more years of experience in the development of staff/team.
- 5 or more years of proven ability in providing superior Customer Service to internal and or external customers in an office setting.
- 5 or more years of experience leading a group of 10 or more in the capacity of Supervisor, Manager, or Lead.
- 2-5 or more years of experience in the utility field.
- Possess a 4 year Degree in Communications, Business or other related field or 7 years of experience.



Pittsburgh
Water & Sewer
Authority

1200 Penn Avenue
Pittsburgh, PA 15222

EXAMINATION:

Applicants who clearly show five years of leadership experience will be notified of the date, time and location of the written examination which will be based on the Knowledge/Abilities listed above.

APPLICATIONS:

Available in the Human Resources Section, 1200 Penn Avenue or online at www.pgh2o.com. Please send the application, resume and cover letter to hr@pgh2o.com.

An Equal Opportunity Employer

The PWSA does not discriminate against anyone on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis protected by federal, state or local law.