

## **JOB ANNOUNCEMENT**

**POSITION:** Customer Service Rep – Full Time

**DIVISION:** Customer Service

**SALARY:** \$17.16 - \$18.20 per hour

**POSTED:** Ongoing

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**UNION:**

This position is included in the American Federation of State, County, and Municipal Employees (AFSCME) union and will be filled in accordance with the provisions of the Collective Bargaining Agreement.

**DUTIES/PRIMARY RESPONSIBILITIES:**

Performs moderately responsible clerical duties requiring independent analysis, exercise of judgment and detailed knowledge of relevant PWSA programs, policies, procedures and regulations; responds to inquiries from the general public, PWSA personnel, etc., regarding various PWSA programs, policies, procedures and regulations; classifies, indexes, files or distributes forms, correspondence, payments, etc.; researches, pulls and routes files as appropriate; receives visitors, mail, and telephone calls; may give information and directions and distribute equipment; routes to appropriate person or division; follow-up on requests or complaints; keeps manual and/or automated records accurate through file maintenance, posting, updating, checking, etc.; operates office machines (e.g. PC, copier, calculator); performs data entry, retrieval and other processes as requested or required; computes figures and/or mathematical calculations or analyses as requested or required, etc.; proofreads materials and verifies documents, invoices, etc.; drafts routine letters and memos; may type correspondence, requisitions, invoices, lists, etc.; and performs activities and functions of related lower-level personnel and such other related tasks and duties that are assigned or required.

**KNOWLEDGE/ABILITIES:**

Considerable knowledge of general office procedures, including filing and receptionist duties, business English, spelling, mathematics, looking up information, retrieval of information, etc. Some knowledge of relevant PWSA programs, policies, procedures, regulations, relevant technical or legal information, etc. Ability to establish and maintain manual and/or automated records and files; to proofread copy and compare words and numbers for accuracy; to perform simple to moderately complex oral and written instructions; operate office machines (e.g., copier, calculator, etc.); ability to type and/or to operate PC; to communicate effectively both orally and in writing; and to establish and maintain effective working relationship with supervisors, associates, outside agencies and the general public. Working knowledge of MS Word, Excel, and Access a plus.

**GENERAL REQUIREMENTS:**

Candidate must be domiciled in the 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 is required at the time of appointment.

**EXPERIENCE REQUIREMENTS:**

To be considered eligible for this position, the application must clearly show two years of inbound call center experience OR an equivalent combination of training and experience.

**EXAMINATION:**

Applicants who clearly show two years of inbound call center 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 Department, 1200 Penn Avenue or online at [www.pgh2o.com](http://www.pgh2o.com). Please send the application, resume and cover letter to [hr@pgh2o.com](mailto:hr@pgh2o.com).

**An Equal Opportunity Employer**

*The PWSA does not discriminate against anyone based on 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.*