

## Part-Time Job Announcement

**Position:** Customer Service Representative  
**Division:** Customer Service  
**Rate:** \$19.70 per hour

**FLSA:** Non-exempt  
**Posted:** April 23, 2021  
**Application Deadline:** 4:00pm., May 7, 2021

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### Summary:

The Pittsburgh Water and Sewer Authority is seeking a candidate for a part-time Customer Service Representative. They will perform moderately responsible clerical duties requiring independent analysis, exercise of judgement and detailed knowledge of relevant PWSA programs, policies, procedures, and regulations.

### 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:

- Manage inbound and outbound customer calls in a timely manner, identify customers' needs and wants, give clarifying information, and continue to build strong relationships with customers.
- Responds to inquiries from the general public and PWSA personnel regarding various PWSA programs, policies, procedures, and regulations.
- Follow-up on requests or complaints; keeps manual and/or automated records accurate through file maintenance, posting, updating, checking; operates office machines (e.g. PC, copier, calculator).
- Classifies, indexes, files, or distributes forms, correspondence, and payments; researches, pulls, and routes files as appropriate.
- Receives visitors, mail, and telephone calls; may give information and direction, distribute equipment and route visitors or personnel to the appropriate department.
- Performs data entry, retrieval and other processes as requested or required.
- Computes figures and/or mathematical calculations or analyses as requested or required.
- Proofreads materials and verifies documents, and invoices.
- May type correspondence, invoices, lists and notate customer accounts.
- Maintaining up to date knowledge of PWSA policies and procedures, tariffs, rules, and regulations.
- Other duties as assigned.

### Background:

- Must clearly show two years of inbound call center experience or an equivalent combination of training and experience.
- Considerable knowledge of general office procedures, including filing and receptionist duties, business English, spelling, mathematics, looking up information and retrieval of information.
- Strong ability to quickly learn and effectively communicate PWSA programs, policies, procedures, regulations, relevant technical and/or legal information.
- Ability to establish and maintain manual and/or automated records and files; to proofread copy and compare words and numbers for accuracy.
- Perform simple to moderately complex oral and written instructions; operate office machines (e.g., copier, calculator, etc.); ability to type and/or operate a PC.
- Strong ability? 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 is a plus.

### General Requirements:

Applicant must have permanent residency in the City of Pittsburgh at time of appointment and remain a permanent resident throughout employment with the PWSA. Verification of City residence is required at time of filing application.

Applicant must present a current, valid Class C (Class 1) PA Motor Vehicle Operator's License at the time of application or prior to appointment. A valid driver's license must be maintained throughout employment.

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### Physical Demands and Working Conditions:

The employee will be required to complete routine office work in a standard office setting. They also must regularly lift or move up to 20 pounds.

*The physical demands are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

### Applications:

Application forms are available online at [www.pgh2o.com/about-us/careers](http://www.pgh2o.com/about-us/careers) or in the Human Resources Department at 1200 Penn Avenue. Submit application, resume, and cover letter to [HR@pgh2o.com](mailto:HR@pgh2o.com), by fax at 412-393-0513, or by mail at the following address:

Pittsburgh Water and Sewer Authority  
ATTN: Human Resources  
1200 Penn Avenue  
Pittsburgh, PA 15222

If you have any questions, please contact us at 412-255-8800.

*You may be considered for other available positions based on qualifications provided on your employment application.*

### 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.*