



Position Description

Title: Customer Service Representative

Reports to: Customer Service Manager

Summary:

Bicycle Transit Systems (Bike Transit) aims to be the global leader in bike share system implementation and operation. Leveraging over 25 years combined experience of our staff in sustainable transportation, Bike Transit brings a new approach to the planning, implementation and operation of bike share systems.

In partnership with the City of Philadelphia, Bike Transit will be launching the Philadelphia Bike Share system in Spring 2015 with 60 stations and 600 bikes. System expansion is anticipated. Our mission is to make bike share a healthy, easy, accessible and enjoyable way to get around Philadelphia.

Customer Service Representatives (CSRs) provide frontline customer support for our members and riders. Under the guidance of the Customer Service Manager, CSRs will be responsible for the day to day handling of customer service enquiries through email and phone. Customer service issues include bike maintenance requests, updating of billing details and membership activation requests. CSRs will become experts in all areas of bike sharing. In addition CSR's will provide all potential members and users critical information about membership packages and pricing. This role requires no cold calling! Our call center operates between 7am and 10pm 7 days a week, applicants will be required to work hours outside of Monday to Friday, 9-5. We are looking for experienced candidates with a passion for bikes, sustainability and Philadelphia.

Duties and Responsibilities:

- Work under the guidance of the Customer Service Manager
- Respond to all customer service agents in a timely and professional manner
- Assist all members and riders with the highest level of customer support
- Assist all potential members with up to date information on membership offers
- Closely monitor the Bike Share system to ensure all service requests and notifications are accurately communicated to the operations team
- Complete detailed customer service summaries and log maintenance issues
- Other duties as assigned.

Qualifications:

- Minimum 1 year experience in a similar role
- Excellent written and verbal communication skills.
- Excellent organization skills and ability to meet deadlines.
- Strong computer skills.
- Background and understanding of call center technology.

Experience Innovation Reliability

bicycletransitsystems.com

- Ability to work a flexible schedule.
- Self-starter and problem solver.
- Spanish proficiency preferred.
- Interest in bike share a plus.

Salary range

\$13/hour plus benefits.

Type of Position

Full Time and Part Time positions available.

To Apply

Applications must include a cover letter, a brief outline of your ability to meet the qualifications, your current resume and three references. All applications must be emailed to jobs@bicycletransit.com. Please be sure to include the position title, Customer Service Representative, in the subject line. Interviews will begin late February.