



eliminating racism
empowering women
ywca
Greater Pittsburgh



POSITION: Customer Service Representative – Part Time
(Monday-Friday afternoons and evenings with weekends as needed)
YWCA Homewood-Brushton

FOCUS AREA: Building Services (Reports to Director of Building Services)

PAY RATE/FLSA: \$15.00 to \$17.00/hour – Non-Exempt

ESSENTIAL RESPONSIBILITIES:

The Customer Service Representative will be the point of contact for events occurring at YWCA Greater Pittsburgh's Homewood-Brushton location in the evenings and on weekends. The Customer Service Representative will use excellent communication skills while maintaining a professional, respectful, and positive attitude to enforce policies and procedures that will ensure the safety and well-being of community members participating in events occurring at YWCA Homewood-Brushton. Responsibilities of an individual in this position include, but are not limited to:

- Greet and register community members and program participants and direct them to appropriate areas of the building.
- Perform general clerical tasks as assigned.
- Manage crowd control in a public area.
- Implement security measures involved in creating and maintaining a safe environment for community members and program participants.
- Close location at end of shift/event.
- Maintain high levels of customer satisfaction.
- Effectively address sensitive issues and maintain confidentiality.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent

KNOWLEDGE & SKILLS:

- Demonstrate a professional and courteous demeanor.
- Be experienced with switchboards/ multi-line telephone systems.
- Be familiar with YWCA Greater Pittsburgh's services and resources.

Interested individuals can apply at:

<https://recruiting.paylocity.com/recruiting/jobs/All/88e5aa3f-3f08-4780-a497-77b5d386b97e/Young-Womens-Christian-Association-of-Pittsburgh>

- Possess the ability to handle multiple projects at one time.
- Demonstrate ability to troubleshoot and problem-solve daily matters that arise at the Front Desk.

ABOUT YWCA GREATER PITTSBURGH:

Founded in 1867, YWCA Greater Pittsburgh is a member of a nationally recognized movement with a mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. As a social justice organization, we have a deep commitment to tackling gender inequities and systemic racism; particularly in the places where these systems intersect. We provide direct services, empowerment programming and advocacy to support individuals and families, especially women and girls of color. We strive to become a model nonprofit workplace for a diverse workforce, ensuring that all staff members are paid a living wage and offered competitive benefits, and meaningful opportunities for professional development and career advancement.

Equal Employment Opportunity Policy: *YWCA Greater Pittsburgh will not discriminate against any applicant or employee on the basis of age, sex, sexual orientation, race, color, creed, ethnicity, origin, or citizenship, disability, military or veteran status or any other legally recognized protected basis under federal, state or local laws, regulations or ordinances. Applicants requiring reasonable accommodation to the application should notify a representative of the Human Resources Department.*

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