POSITION: Customer Service Representative (Part-Time)
DEPARTMENT: Building Services
SALARY: $15.00/hour

JOB SUMMARY: Greets and directs customers to the appropriate department or location. Manages incoming and outgoing telephone calls and mail deliveries. This position is for the hours from 2:30 PM-5:45 PM

MINIMUM QUALIFICATIONS: High School diploma or equivalent.

KNOWLEDGE AND SKILLS:
The applicant must:
- Demonstrate a professional and courteous demeanor.
- Be experienced with switchboards/multi-line telephone systems.
- Be familiar with YWCA Greater Pittsburgh’s services and resources.
- 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.

ESSENTIAL RESPONSIBILITIES:
- Serves as a Customer Service Representative at the Front Desk and other areas within YWCA Greater Pittsburgh as needed.
- Close the Front Desk and building each day.
- Receive and sign for packages and deliveries.
- Greet and sign in guests/clients and direct them to appropriate staff/areas
- Direct incoming calls to the appropriate person or department.
- Maintain a neat and orderly work area.
- Manage crowd control in the public area.
- Implement daily security measures involved in Front Desk operations.
- Perform general clerical tasks assigned.
- Maintain high levels of consumer satisfaction.

Interested individuals can apply at:
https://recruiting.paylocity.com/recruiting/jobs/All/88e5aa3f-3f08-4780-a497-77b5d386b97e/Young-Womens-Christian-Association-of-Pittsburgh
• Effectively address sensitive issues and maintain confidentiality.
• Display consistent professionalism and courtesy when interacting with internal and external customers.
• Work in conjunction with co-workers and management to achieve Affirmative Action goals.
• Promote and support the mission, imperative, values and goals of the YWCA, maintaining high performance standards.
• Participate in YWCA professional development opportunities, successfully implementing new skills, knowledge, and procedures.
• Perform additional duties as assigned by the Director within the scope of Building Services.

MISSION IMPACT:
YWCA Greater Pittsburgh employees work together to promote racial justice and reduce race and gender disparities. We deliberately address the challenges and celebrate the triumphs of living at the intersection of race and gender. As a member the YWCA Development team, you will have the opportunity to support and advance our mission of eliminating racism and empowering women by inspiring and engaging our community in the work of supporting marginalized families, especially women and girls of color, while working to challenge structural barriers to equity.

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.

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