Erica Rocchi Brusselars
TREASURER

Position: Customer Service Representative

Reports to: Customer Service Manager

Location: Allegheny County Courthouse - 436 Grant Street, Room 214, Pittsburgh, PA 15219

Salary: $20.60

Position Type: Seasonal, Fixed Term (4-6 months)

Overview:
The Office of the Treasurer strives to provide excellent customer service to the citizens of Allegheny County while fulfilling the duties and responsibilities mandated by the Commonwealth of Pennsylvania and the Home Rule Charter of Allegheny County, with efficiency, transparency, and collaboration.

We are an administration dedicated to cultivating a collaborative work environment where positivity thrives, and every team member can excel. We value individuals who share our core values and embrace this vision.

- Respect and empathy: We believe in treating every individual with dignity, respect, and empathy. We value team members who actively listen, seek to understand diverse perspectives, and demonstrate kindness in their interactions.
- Fostering a safe workplace: Bullying, harassment, or discrimination of any kind have no place in our workplace. We value team members who actively promote a culture of kindness, compassion, and acceptance, and who intervene to prevent or address any form of bullying or harassment.
- Equity and Fairness: We are committed to promoting equity and fairness in all aspects of our work. We value team members who advocate for equal opportunities, challenge biases, and strive to create a level playing field for all individuals, regardless of their background or identity.
- Passion for growth: We seek individuals who are enthusiastic about personal and professional development, continuously seeking opportunities to learn and grow.
- Integrity and Transparency: Honesty and integrity are at the core of everything we do. We value team members who are transparent in their communication and actions.
- Innovation and Creativity: We encourage innovative thinking and creativity. We value team members who are not afraid to challenge the status quo, bring fresh ideas to the table, and collaborate with individuals and organizations outside of our Office.
- Team Player Mentality: Collaboration is key to our success. We value individuals who are supportive team players, willing to contribute to the collective goals of the team.

- Diversity and Inclusion: We believe in the power of diversity and inclusion. We value team members who respect and embrace diverse perspectives, backgrounds, and experiences. If you share these beliefs and embody these personalities, we encourage you to apply and join our dynamic team.

Job Summary

The Customer Service Call Center Representative in the Allegheny County Treasurer's Office plays a key role in delivering exceptional service to residents and taxpayers. This position represents the Treasurer's Office in a professional, efficient, and courteous manner. It requires consistently demonstrating empathy, patience, and respect while assisting the public. Representatives must maintain solid knowledge of all programs offered through the Treasurer's Office, including Homestead and Senior Tax Relief, to provide accurate information and support. **This is a seasonal, fixed term position expected to last between 4 and 6 months. This position will not exceed six months and will not result in placement into a permanent role.**

Duties and Responsibilities

- Answering incoming phone calls and/or chat messages quickly and professionally.
- Assisting Allegheny County residents by providing accurate information or transferring inquiries to the appropriate departments.
- Printing, mailing, and emailing bills, receipts, and other documents.
- Understanding and explaining tax bills, assessments, and refunds.
- Researching Government programs to provide residents with up-to-date information.
- Navigating Government systems to locate and update resident information.
- Identifying when inquiries need escalation to supervisors or specialized departments.
- Providing step-by-step guidance to residents on how to access online services or complete required forms.
- Supporting team members by sharing updates on policy changes, system updates, or frequently asked questions.

Knowledge, Skills, and Abilities

- Work independently and professionally as a representative of the Treasurer's Office.
- Utilize conflict resolution and problem-solving skills.
- Excellent and clear communication both verbally and written.
- Active listening.
- Typing skills.
- Grammar skills.
- Proficient in the English language.

Training and Experience

- High School Diploma or equivalent.
- 1-3 years' experience in Customer Service experience preferred.

- Proficiency in Microsoft Office Suite required.

Physical Demands

The physical demands described here are of those that must be met as an employee to successfully perform the essential functions of this job.

- Sitting
- Standing
- Lifting up to 35 lbs.
- Reading
- Writing
- Typing or data entry

The above statements reflect a general description of this position and are not intended to be an all-inclusive list of tasks and responsibilities which may be assigned. This position will include cross-training with other union-represented functions and responsibilities. The employee may be temporarily assigned to perform duties outside of their primary classification, consistent with the collective bargaining agreement, to support efficient operations or staffing and enhance workforce flexibility.

Probationary Period

Allegheny County employees covered by collective bargaining agreements shall serve a probationary period specified in their respective union contract, while non-union employees have a one-year probationary period. During this time an employee is extended the opportunity to establish their ability to perform the assigned duties and responsibilities of the job. During this probationary period, they shall have no seniority and may be discharged for any legal reason without further recourse.

The Allegheny County Treasurer's Office is an equal opportunity employer. All qualified applicants will receive consideration without regard to race, religion, color, gender, age, national origin, ancestry, disability, sexual origination, political, and/or union affiliation.

How To Apply

To apply, please email your resume and cover letter as attachments to treasurerjobs@alleghenycounty.us. The subject line of your email must include the title of the position for which you are applying for. Incomplete applications may not be considered.

AN EMPLOYEE MUST BE AN ALLEGHENY COUNTY RESIDENT OR BECOME A RESIDENT OF ALLEGHENY COUNTY WITHIN ONE YEAR OF EMPLOYMENT.

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