FirstEnergy Jobs — Utility Outage Communications Assistant — Pittsburgh, PA, USA

Hiring organization
FirstEnergy

Employment Type

Industry
Utilities & Energy

Job Location
Pittsburgh, PA, United States

Date posted
November 17, 2026

Valid through
2026-11-25

Description

Researching First Energy Careers for Pittsburgh, PA, USA is a good starting point for understanding the work of a Utility Outage Communications Assistant in electric utility outage response communication. This kind of role combines logging service interruption notices with preparing customer update summaries and tracking restoration status communications. Practical skills in outage reporting, customer communications, and incident updates help teams stay organized and deliver reliable work.

Responsibilities

- Logging service interruption notices.
- Preparing customer update summaries.
- Tracking restoration status communications.

Qualifications

- Working familiarity with outage reporting and customer communications.
- Comfortable with logging service interruption notices and checking details before handover.
- Comfortable working with spreadsheets, checklists, or structured digital files.

Experience

Previous administrative or practical exposure to electric utility outage response communication helps develop relevant judgment.

Skills

outage reporting, customer communications, incident updates, Utility Outage Communications Assistant

Career Information

Explore FirstEnergy career and organization information to find current openings and application instructions.