

JOB DESCRIPTION

JOB TITLE: Customer Support Officer

LOCATION: One of the Depots located in the West Midlands

RESPONSIBLE TO: Senior Customer Support Officer / Administration Controller

PURPOSE OF JOB

To receive and process trip requests from service users, to generate trips in an efficient, accurate and courteous manner.

MAIN DUTIES AND RESPONSIBILITIES

1. Receive telephone bookings.
2. Receive and enter postal and advanced bookings when required.
3. Correctly enter bookings into the computer for the purpose of producing route and fare sheets and providing accurate statistical information.
4. Monitor and review pre-planned trips to ensure passenger lists are correct, and pre-planned destinations still meet criteria, (on a monthly basis).
5. Promote exiting destinations to passengers (shopping clubs etc).
6. Assess all driving schedules for the shift using experience and knowledge of the operating area to identify possible errors.
7. Resolve user queries and complaints which are within the job holder's knowledge using L.E.A.R.N.
8. Attend training to develop and update knowledge and skills.
9. Any other duties which may be considered necessary for the smooth and efficient running of the service.

MAIN CHALLENGES OF THE JOB

As a member of the Depot team, the Customer Support Officer has to relate well with the other members of the team and to the general public, especially the users of the service and have knowledge and understanding of their individual needs and at the same time taking into consideration to our need to provide an effective service.

The fact that staff work on a shift basis presents an added challenge with regard to team communication, both within the scheduling and all other associated groups. The Customer Support Officer is required to work on a shift/rota basis.