



### **Job Description**

**Post Title:** Customer Services Advisor

**Directorate:** Integrated Transport Services

**Reports to:** Team Leader

**Direct Reports:** 0

**Salary Band:** SP18 – SP22 (pro rata for part-time)

**Key Relationships:** Customers, internal colleagues and team managers.

#### **Role Purpose**

Working in our busy Customer Hub, answering telephone calls and resolving customer enquiries, delivering an excellent customer experience every time.

#### **Responsibilities**

- Act as the first point of contact for customers contacting WMCA by telephone.
- Deliver high-quality customer support covering a wide range of products and services spanning transport including, but not limited to; Metro, Swift, ticketing and travel concession enquiries.
- Use a range of digital systems to resolve enquiries and record customer interactions, ensuring accuracy and compliance at all times.
- Liaise with service providers and internal teams as required to resolve customer enquiries.
- Deliver a positive outcome first time for the customer wherever possible ensuring targets and quality standards are met.
- Support customers to use self-service options including website, apps and other digital platforms
- Support the operation of other phone-based activities within the Customer Services Team for example the Ring and Ride Booking Centre to meet customer demand.
- While predominately a telephone role, there may be occasion to handle email requests or other administrative tasks within the scope and salary of the role.

#### **Person Specification**

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>	<b>Assessment Method</b>
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<b>Experience</b>	E	D	App*	Int**	Other***
Customer Service or Call Handling Experience	X		*	**	
Responding positively to customer complaints and dissatisfaction	X		*	**	
PC literate with experience of using customer systems or databases	X		*	**	
Experience of working in the public transport industry would be an advantage but not essential		X	*		
<b>Skills/Knowledge/Abilities</b>	E	D	App	Int	Other
Ability to handle customer telephone calls with a first-time resolution approach	X		*	**	
Ability to handle and process (customer) data in a busy service led environment	X		*	**	
Ability to handle customer complaints	X		*	**	
Knowledge of GDPR and data protection legislation		X	*		
Knowledge of the geography of the West Midlands		X	*		
<b>Qualifications/ Professional Memberships</b>	E	D	App	Int	Other
Education to GCSE level	X		*	**	
Customer Services qualification		X	*		

\* Application

\*\* Interview

\*\*\* Details will be shared at interview stage

### Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

<b>Value</b>	<b>Competency</b>	<b>Behaviour</b>
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focused.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

### Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

### Equality and Diversity

To promote and champion equality and diversity in all aspects of the role.

### **Learning and Development**

To participate in and take responsibility for any learning and development required to carry out this role effectively.

### **Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

### **GDPR (General Data Protection Regulation)**

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA (West Midlands Combined Authority) information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

### **Other**

Our Customer Hub is currently open Monday to Friday 0800 – 1800 and Saturdays 0800 – 1600. Our Customer Services Advisors work as part of roster covering various shifts within these times.