



## Job Description

<b>Job Title:</b>	Customer Service Advisor
<b>Directorate/Team:</b>	Integrated Transport Services
<b>Location:</b>	Summer Lane
<b>Responsible to:</b>	Team Leader
<b>Responsible for:</b>	0
<b>Key working relationships:</b> (internal)	Customer Service Teams & Internal Colleagues
<b>Key working relationships:</b> (external)	Customers & Bus Operators

### Purpose of the Post

Deliver excellent customer service to users of both Ring & Ride and WMOD through both inbound and outbound calls, emails and complaint handling.

### Accountabilities (Deliverables)

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### Responsibilities (Duties)

- Act as the first point of contact for customers of on demand services.
- Deliver a high-quality end-to-end service covering all the full customer lifecycle including customer registrations, booking journeys, safeguarding, aftercare and complaints.
- Make accurate bookings and information to customers to ensure great customer satisfaction.
- Use multiple digital systems to book journeys & record customer interactions accurately.
- Provide real-time safeguarding & care if a journey is cancelled.
- Escalate through agreed protocols.
- Liaise with the service provider to arrange alternative transport as required.
- Adopt a flexible approach to planning work and ensure work demands are prioritised to meet targets.
- Support customers self-serve through apps by assisting them with registration & booking.
- Handle email requests as required.

### Other

- The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.

## Person Specification (How Evidenced Key: A = Application, I = Interview, T = Testing/Assessment)

Requirements	Essential / Desirable		How Evidenced?		
Candidates/post holders will be expected to demonstrate the following:					
Experience	E	D	A	I	T
Customer Service or Call Handling Experience	X		*	**	
Responding positively to customer complaints and dissatisfaction	X		*	**	
PC literate with experience of using customer systems an advantage		X	*	**	
Skills / Knowledge	E	D	A	I	T
Ability to handle customer telephone calls and resolve first-time	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>Qualification / Education / Training</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Education to GSCE level	X		*		
Customer Services qualification	X		*		

Core Expectations	
<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
<b>Equality Diversity &amp; Inclusion</b>	Promote and champion equality, diversity, and inclusion in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.
<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA 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.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

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

Additional Post Requirements						
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)		
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>

Job Evaluation Details			
Date Evaluated	Job Family	Level/Grade	JEP Reference