

**Midland Metro Limited (MML) – Driver Customer Representative**

<b>Post Title:</b>	Driver Customer Representative
<b>Department:</b>	Operations
<b>Location:</b>	Wednesbury Depot, Potters Lane, Wednesbury, WS10 0AR
<b>Reporting to:</b>	Operations Manager
<b>Direct Reports:</b>	0
<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>You'll provide a service in line with published time tables whilst maintaining safe operation of the tram and will have a comprehensive knowledge of By-laws and Conditions of carriage with a particular focus on customer comfort.</li> <li>To provide a safe, smooth comfortable journey to all customers.</li> <li>You'll be responsible for delivering a customer experience that exceeds expectation and will ensure that all customers have a valid ticket or pass.</li> </ul>
<b>Role Responsibilities:</b>	<ul style="list-style-type: none"> <li>Responsibilities will include the driving of a Tram within the current system whilst ensuring you adhere to the safety regulations</li> <li>Accurately communicate travel disruption information to customers and the rest of the team.</li> <li>Developing an in-depth knowledge of products and services available including ticketing options,</li> <li>Reporting any safety critical concerns and completing thorough and accurate incident reports.</li> </ul>
<b>Training:</b>	<ul style="list-style-type: none"> <li>12 Weeks Driver Customer Training Programme</li> <li>Personal Track Safety Training</li> </ul>
<b>Health &amp; Safety:</b>	<ul style="list-style-type: none"> <li>To be aware of your personal security and the security of your vehicle or place of work.</li> <li>To comply with health and safety instructions and directives issued by management.</li> <li>To use the appropriate safety equipment properly.</li> <li>To wear Personal Protective Equipment where applicable and report any loss.</li> <li>To refrain from the wilful misuse or interference with anything provided in the interests of health, safety and welfare.</li> <li>To refrain from any action that might endanger themselves, other employees, customers or members of the public.</li> </ul>

	<ul style="list-style-type: none"> <li>• To ensure that all necessary safety precautions are taken and, if they are in a management or supervisory position ensure that instructions are provided.</li> <li>• To report immediately any accidents, incidents or near misses to your line manager as soon as possible and always within 24 hours. This should include both personal injury and vehicle damage.</li> <li>• To attend and cooperate in any investigation following an incident as required.</li> <li>• To cooperate with your employer in attending and actively participating in any health and safety related training courses as required.</li> <li>• To report immediately any hazard, faulty equipment or health and safety concern to your line manager and ensure action is taken to make the hazard safe i.e. fencing them off, using signs etc.</li> </ul>
<b>Decision Making Authority:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>People Management:</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Legislation &amp; Compliance:</b>	<ul style="list-style-type: none"> <li>• In common with the whole rail industry, the successful applicant will be required to pass a stringent drugs and alcohol test.</li> </ul>

### Person Specification – Driver Customer Representative

<b>Tasks:</b>	<b>Level of Experience</b>	<b>Desirable Or Essential</b>
<b>Work Experience:</b>	<ul style="list-style-type: none"> <li>• Previous experience within a forward-facing customer focused role would be an advantage.</li> <li>• Demonstrate excellent customer service skills in a busy environment.</li> </ul>	Essential
<b>Education:</b>	<ul style="list-style-type: none"> <li>• To have GCSE Maths and English at Grade C or above.</li> <li>• To hold a customer service qualification.</li> </ul>	Desirable
<b>Managing People:</b>	<ul style="list-style-type: none"> <li>• To work alongside other departments within the Company.</li> </ul>	Essential
<b>Communication:</b>	<ul style="list-style-type: none"> <li>• Must have excellent interpersonal skills</li> <li>• Good attentions to detail</li> <li>• Good communication skills in written and verbal communications.</li> </ul>	Essential
<b>Additional Qualities:</b>	<ul style="list-style-type: none"> <li>• Interpersonal skills</li> <li>• Demonstrate a positive can do attitude</li> <li>• Ability to remain calm under pressure</li> <li>• Ability to multitask</li> <li>• Ability to deal with conflicts and incidents that may occur in a professional manner and in adherence to the company's policies and procedures</li> </ul>	Essential
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• To be trustworthy</li> <li>• To be reliable and punctual</li> <li>• To take pride in their appearance and adhere to the Company Dress Code Policy and Procedures.</li> </ul>	Essential
<b>Driving through Change:</b>	<ul style="list-style-type: none"> <li>• To be a responsible team member and contribute your ideas through the correct forums</li> </ul>	Desirable
<b>Drugs &amp; Alcohol</b>	<ul style="list-style-type: none"> <li>• To undertake drugs and alcohol testing in line with current company procedures and policy.</li> </ul>	Essential