



Driver Customer Representative

Wednesbury

Salary: From £19,004.00

Closing Date: 31st December 2019

Midland Metro Ltd is a new company that is owned by the West Midlands Combined Authority. It is an inspiring time for Midland Metro Ltd as the Combined Authority delivers a £1.3 billion investment plan set to significantly expand the tram network, bringing even greater connectivity to people, places and business.

We currently have an exciting opportunity for a Driver Customer Representative to provide a safe, smooth comfortable journey to all customers. You'll be responsible for delivering a customer experience that exceeds expectation and will ensure that all customers have a valid ticket or pass.

Responsibilities will include driving a Tram within the current system, whilst ensuring you adhere to the safety regulations. You will need to accurately communicate travel disruption information to customers, developing an in-depth knowledge of products and services available including ticketing options, reporting any safety critical concerns and completing thorough and accurate incident reports. 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.

We're looking for someone with a full, clean driving licence to be held for at least 12 months and someone who is 21 years or above. You'll possess GCSE Maths and English at Grade C or above and previous experience within a forward-facing customer focussed role would be an advantage. You'll demonstrate a positive, can do attitude combined with the ability to stay calm within a pressurised environment and will demonstrate excellent customer service skills in a busy environment.

It is no secret our fleet of trams will be double in size as the network expands throughout Birmingham and the West Midlands. As a Driver Customer Representative, you will need to work a rolling shift pattern. This is on average a 39-hour shift pattern over 5 / 6 weeks. You will be required to start as early as 4.00am and you will be required to work a late shift which finishes around 2.00am. You will also be required to work some weekends as part of the shift pattern.

In return we provide a comprehensive training programme, competitive salary, uniform, a pension scheme and a travel pass that allows you to travel within the West Midlands on Bus or Tram.

- Are you over the age of 21? Y/N
- Do you hold a full and clean driving licence? Y/N
- Are you able to work Early morning and late Nights and commit to a rolling shift pattern? Y/N

If you consider yourself to be dynamic and forward-thinking individual, with experience in a customer focused environment, we would like to hear from you. Please send your CV to: Recruitment@westmidlandsmetro.com