

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

<b>Post Title:</b>	Driver Customer Representative
<b>Department:</b>	Operations
<b>Location:</b>	Wednesbury, West Midlands
<b>Reporting to:</b>	Operations Management Team
<b>Direct Reports:</b>	N/A
<b>Role Purpose:</b>	<ul style="list-style-type: none"> <li>• To provide a safe smooth comfortable journey to all West Midlands Metro customers.</li> <li>• To be responsible for delivering a customer experience that exceeds expectation.</li> <li>• To ensure that all customer have a valid tickets or pass. To be the customer's expert in providing best value advice for their travel arrangements.</li> </ul>
<b>Role Responsibilities:</b>	<ul style="list-style-type: none"> <li>• To be an ambassador for the Midlands Metro Limited and maintaining professionalism at all times.</li> <li>• To ensure that you adhere to all Company policies and procedures and responsibly practice safe methods of work.</li> <li>• Promptly and accurately communicate travel disruption information to your customers using the communication methods available.</li> <li>• Develop and in-depth knowledge of products and services provided by Midlands Metro Limited including ticketing options, surrounding and other transport modes.</li> <li>• Report any safety critical concerns or behaviors through the correct internal procedure.</li> <li>• To provide a service in line with published time table while maintaining a safe operation of the tram.</li> <li>• To complete thorough and accurate incident reports when applicable.</li> <li>• To have an awareness of the surrounding Tram and stop conditions and report any deficiencies.</li> <li>• To have a comprehensive knowledge of By-laws and Conditions of carriage with a particular focus on customer comfort.</li> <li>• To lead by example by caring out my duties in a safe manner while displaying company behaviours.</li> </ul>

<b>Training:</b>	<ul style="list-style-type: none"> <li>• To attend all planned training events as and when required.</li> <li>• To ensure all training learning outcomes to maintain competency levels necessary for the role.</li> <li>• To complete on an annual basic all mandatory or safety critical training for the job role.</li> </ul>
<b>Health &amp; Safety:</b>	<ul style="list-style-type: none"> <li>• To comply with Health and Safety Instructions and directives in accordance with Company policies and procedures.</li> <li>• To report immediately any accidents incidents or near misses including personal injury and vehicle damage to the Control Room.</li> <li>• To attend and cooperate in any investigation following an incident as required.</li> <li>• To comply with the safety and environmental statements and Drugs and Alcohol policy and Procedures.</li> </ul>
<b>Decision Making Authority:</b>	<ul style="list-style-type: none"> <li>• To understand and carry out the instructions from the Control team.</li> </ul>
<b>People Management:</b>	<ul style="list-style-type: none"> <li>• To facilitate the customer experience.</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**

Tasks:	Level of Experience	Desirable Or Essential
Work Experience:	<ul style="list-style-type: none"> <li>• The suitable candidate will be able to demonstrate the following competences.</li> <li>• Able to demonstrate excellent customer service skills in a busy environment</li> <li>• An effective listener with excellent communication skills written and verbal.</li> <li>• Experience in a forward-facing customer focused role.</li> <li>• Ability to stay calm work within a pressurised environment whilst dealing effectively with various customer situations.</li> <li>• To have proven experience of working in customer service environment.</li> <li>• To demonstrate a proactive “can do” attitude.</li> <li>• Full Clean Driving Licence to be held for at least 12 months</li> <li>• Must be 21 years or above.</li> </ul>	Essential
Education:	<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
Managing People:	<ul style="list-style-type: none"> <li>• To work alongside other departments within the Company.</li> </ul>	Essential
Communication:	<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
Additional Qualities:	<ul style="list-style-type: none"> <li>• Proven ability to deal with customers in a face to face environment and being able to represent the company effectively jure in a disruption.</li> <li>• Must be able to handles cash and all electronic payment methods.</li> </ul>	Essential
Personal Attributes:	<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
Driving through Change:	<ul style="list-style-type: none"> <li>• To be a responsible team member and contribute your ideas through the correct forums</li> </ul>	Desirable

**Drugs & Alcohol**

- To undertake drugs and alcohol testing in line with current company procedures and policy.

Essential