

Midland Metro Limited (MML) – Driver Customer Representative

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

Training:	<ul style="list-style-type: none"> • To attend all planned training events as and when required. • To ensure all training learning outcomes to maintain competency levels necessary for the role. • To complete on an annual basic all mandatory or safety critical training for the job role.
Health & Safety:	<ul style="list-style-type: none"> • To comply with Health and Safety Instructions and directives in accordance with Company policies and procedures. • To report immediately any accidents incidents or near misses including personal injury and vehicle damage to the Control Room. • To attend and cooperate in any investigation following an incident as required. • To comply with the safety and environmental statements and Drugs and Alcohol policy and Procedures.
Decision Making Authority:	<ul style="list-style-type: none"> • To understand and carry out the instructions from the Control team.
People Management:	<ul style="list-style-type: none"> • To facilitate the customer experience.
Legislation & Compliance:	<ul style="list-style-type: none"> • In common with the whole rail industry, the successful applicant will be required to pass a stringent drugs and alcohol test.

Person Specification – Driver Customer Representative

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

Drugs & Alcohol

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

Essential