

**Driver Customer Representative****Wednesbury****Salary: From £19,384. (Increase after training & probation period)****Closing Date: 31<sup>st</sup> December 2020**

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 the driving of a Tram within the current system, whilst ensuring you adhere to adhere to the safety regulation. 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 timetables 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, UK 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. 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 and bank holidays as part of the shift pattern.

In return we provide a comprehensive training programme, competitive salary, a uniform, a pension scheme and a travel pass that allows you and your partner to travel on West Midlands Metro and National Express bus services for free.

If you would like to be part our journey, we would like to hear from you.

- Are you over the age of 21? Y/N
- Do you hold a UK full and clean driving license? Y/N
- Are you able to work early morning and late nights and commit to a rolling shift pattern? Y/N
- You have experience in customer service industry? Y /N

**To apply:** Send a copy of your CV to [Recruitment@westmidlandsmetro.com](mailto:Recruitment@westmidlandsmetro.com)

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