

Post title:	Driver /Customer Representative
Department:	Operations
Location:	Midland Metro Limited, Wednesbury Depot, Potters Lane, WS10 0AR
Reporting to:	Operations Management Team
Direct reports:	N/A
Role purpose:	<ul style="list-style-type: none"> • to provide a safe, smooth and comfortable journey to all West Midlands Metro customers • to be responsible for delivering a customer experience that exceeds expectation • to ensure that all customers have a valid ticket or pass and 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 Midland Metro Limited (MML), 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 an in-depth knowledge of products and services provided by MML including ticketing options, the local area surrounding the stops and other transport modes • report any safety critical concerns or behaviors through the correct internal procedure • to provide a service in line with the published timetable, while maintaining the safe operation of a 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 comprehensive knowledge of By-laws and the Conditions of Carriage with a particular focus on customer comfort • to lead by example by carrying out your 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 complete all training and learning opportunities to a high standard and maintain competency levels necessary for the role • to complete all mandatory or safety critical training for the job role on an annual basis
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 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:	<p>The suitable candidate will be able to demonstrate the following competences:</p> <ul style="list-style-type: none"> • 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 while dealing effectively with varied customer situations • to have proven experience of working in customer service environment • to demonstrate a proactive “can do” attitude • can work unsociable hours weekends and Bank Holidays • a clean full UK driving licence to be held for at least one year • for insurance purposes it is essential that you are aged 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 attention to detail • good communication skills, both written and verbal 	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 your 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	<ul style="list-style-type: none"> • to undertake drugs and alcohol testing in line with current company procedures and policy 	Essential

