

Job Role: Driver / Customer Representative
Location: Wednesbury, West Midlands
Salary: Starting on £19,384 (probation and training) increasing to £20,446.50
Hours of work: Full Time, Permanent

West Midlands Metro is the region's popular and growing tram network, operated by Midland Metro Limited (MML). MML is owned by the West Midlands Combined Authority. It is an inspiring time for MML 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.

The role

We now have an exciting opportunity for a Driver - Customer Service Representative to join our team driving our trams and providing safe and comfortable journeys to all our customers. You'll ensure you provide exceptional service and travel advice to all MML customers.

Key responsibilities

- to ensure that all customer have a valid tickets or pass
- promptly and accurately communicate travel disruption information using the communication methods available
- develop an in-depth knowledge of products and services provided by Midland Metro Limited including ticketing options, surrounding and other transport modes
- report any safety critical concerns or behaviours through the correct internal procedure
- to complete thorough and accurate incident reports when applicable
- you'll gain awareness of the surrounding tram and stop conditions and report any deficiencies
- you'll develop a compressive knowledge of By-laws and Conditions of carriage with a particular focus on customer comfort
- to drive a tram on the Metro system

Please see the full list of responsibilities on the Job Description attached.

What you'll need:

- excellent customer service experience in a fast-paced environment
- strong listening and communication skills
- experience in a forward-facing customer focused role
- high levels of attention to detail
- the ability to work to tight deadlines whilst delivering a safe and dependable service
- ability to stay calm within a pressurised environment whilst dealing effectively with customer expectations
- you'll hold a full clean UK Driving Licence, held for a minimum of 12 months.
- due to insurance purposes it is essential you are 21 years old or above

What we offer in return?

- competitive salary
- 25 days holiday + bank holidays
- free travel on West Midlands Metro trams and National Express West Midlands buses for you and your partner
- contributory pension scheme
- life insurance
- discounted gym membership

- 24/7 365 Employee Assistance Programme (EAP)
- company uniform

If you're a customer service professional looking for a new challenge, we'd love to hear from you!

To apply: Send a copy of your CV to: recruitment@westmidlandsmetro.com

Closing Date: 30 April 2021

Questions:

Do you have experience within a fast-paced customer service environment? Y/N

If yes, please detail your experience:

If yes, was this in a forward-facing role? Y/N

Do you hold a clean UK driving licence? Y/N

If yes how long have you held this licence for?

Less than 12 months Y/N

More than 12 months Y/N