



Operated by Midland Metro Ltd

Customer Experience Officer Fixed Term Contract (Fulltime & Weekends)
Location: Wednesbury, West Midlands
Salary: £19,772 per annum plus commission
Fixed Term Contract Fulltime & Weekends

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 have exciting opportunities for Customer Experience Officers to join our Operations team. You'll be responsible for delivering a customer experience that exceeds expectations and provides best value advice. You'll proactively provide travel advice and guidance to customers.

Key Responsibilities:

- To be an ambassador for Midland Metro Limited, always maintaining professionalism.
- 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 Midland Metro Limited including ticketing options, the local area surrounding the stops and other transport modes.
- 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 behaviours.

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

What you'll need:

- The ability to demonstrate excellent customer service skills in a busy environment.
- To be 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 a customer service environment.
- To demonstrate a proactive "can do" attitude.

- A Full UK driving licence.

What we offer in return?

- Competitive Salary.
- 25 days holiday + bank holidays.
- Free travel on West Midlands trams and buses for you and your partner
- Contributory Pension Scheme.
- Life Insurance
- Discounted Gym Membership.
- 24/7 365 Employee Assistance Programme (EAP)
- Company Uniform and PPE
- Full Training
- As part of this role, you have the option to complete a formal qualification which may be fully funded.

Are you interested? If so, we'd love to hear from you!

Please send a copy of your CV and Covering letter to Recruitment@westmidlandsmetro.com

Closing Date: 31st March 2022

Questions:

1. Do you have any Experience dealing with customers, if so, how many years?
2. Do you have any experience of working in the following industries or sectors?
Business to Business
Service Delivery
Transports
Hospitality
3. Are you able to work a shift system starting at 04.00 hours and finishing at 02.00 hours?
4. Please can you confirm if you have experience of communicating with to people in a difficult situation.
5. Please can you confirm if you have a flexible approach to work.
6. Would you be willing to undertake an additional qualification as part of this role?