

Midland Metro Limited (MML) – Customer Experience Officers

Post Title:	Customer Experience Officers
Department:	Operations
Location:	Wednesbury, West Midlands
Reporting to:	Operations Management Team
Direct Reports:	N/A
Role Purpose:	<ul style="list-style-type: none"> • 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 • To provide travel advice and guidance to customers.
Role Responsibilities:	<ul style="list-style-type: none"> • To be an ambassador for Midland Metro Limited, 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 Midland Metro Limited 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 complete thorough and accurate incident reports when applicable • 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 Room and Crew Office
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 – Customer Experience Officers

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 • Must have a Full UK driving licence • Must be 18 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