



Operated by Midland Metro Ltd

**Job Role:** Driver / Customer Service Representative  
**Location:** Wednesbury, West Midlands  
**Salary:** Starting on £19,772 (probation and training) Increasing to £21,904.  
**Position:** Full Time, Permanent

West Midlands Metro is the name for the region's popular and growing tram network, operated by Midland Metro Limited. Midland Metro Ltd 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.

#### **The Role:**

We now have an exciting opportunity for a Driver - Customer Service Officer 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 Midland Metro Limited customers.

#### **Key Responsibilities:**

- To ensure that all customers 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 Midlands 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 and 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
- Full Training

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

Please send a copy of your CV and Covering letter to [recruitment@westmidlandsmetro.com](mailto:recruitment@westmidlandsmetro.com)

**Closing Date: 31<sup>st</sup> March 2022**

**Questions:**

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

If yes, please detail your experience:

Are you able to work tight deadlines? Y / N

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

Have you worked in a Safety Critical role before 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

More than 12 months

Have you experience working in the Transport Industry Y / N

Do you have GCSE or equivalent at C or above Y / N