

Midland Metro Limited (MML) – Tram Driver / Customer Service Representative

Post Title:	Tram Driver /Customer Service Representative
Department:	Operations
Location:	Wednesbury, West Midlands
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, always maintaining professionalism • 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 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 Full UK and Clean Driving Licence to be held for at least 12 months • Must be 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