

Non-Management Job Description

Job Title:	Customer Relations Assistant	Location:	Rail House
Department:	Commercial	Reports to:	Customer Relations Team Leader
HR Contact:	HR Business Partner	Financial Accountability:	No
People Responsibility:	None	Is this role safety critical?	No
Does the role have a dedicated deputy?	No	Name if yes	Click here to enter text.

1. CONTEXT OF THE ROLE:

PURPOSE OF THE JOB

To provide a high standard of customer care in response to written and verbal communication within the Customer Relations Team of Merseyrail whilst maintaining a professional and customer focused image of Merseyrail.

JOB ACCOUNTABILITY

1. Deal with all manner of customer comments (written or verbal communications) in accordance with the company procedures.
2. Liaise with Merseytravel and other parties with regard to customer comments.
3. Provide the Assisted Persons' Reservation Service to customers when required. Liaise with other train operators and Merseyrail stations as necessary to ensure the appropriate assistance is provided.
4. Deal with the assessment of Privilege Season Tickets.
5. Handle refund applications to conclusion in accordance with National Conditions of Carriage.
6. Maintain adequate stocks of travel vouchers and keep accurate records of all vouchers received and issued.
7. Make the necessary arrangements for Group Travel, including pricing, reservations and liaising with stations and other operators.
8. Provide a helpline facility for Merseyrail station staff with regard to retail and customer relations issues.
9. Deal with Twitter comments/queries and provide out of hours service on Twitter at times of service disruption.
10. Work to the Customer Relations Officer and to Head of Customer Experience's instructions.

2. ROLE ESSENTIALS

DECISION MAKING AUTHORITY

- Choosing the most appropriate response to provide to a customer

MOST CHALLENGING/DIFFICULT PART OF THE JOB

- Challenging conversation with customers who may be dissatisfied
- Fluctuating workloads due to performance or special events

PRINCIPLE ACCOUNTABILITIES

- Delivering great customer service to our customers
- Ensuring responses are sent out on time and in line with our values

EXPERIENCE, KNOWLEDGE, QUALIFICATIONS AND TRAINING

- Good general standard of education to GCSE level
- Evidence of a customer focused attitude and pleasant customer approach
- Good communication skills both written and oral

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- Keyboard skills including the use of word for windows software
- Sound Knowledge of the Merseyrail Customer Comments Procedure(D)

3. BEHAVIOUR ESSENTIALS

Please refer to “Your 121 Discussion Employee Guide” for further detail on “what good looks like”, together with the Customer Experience programme for this Grade level.

Values and Behaviours	How will I be measured?
GENUINE <ul style="list-style-type: none"> • Relates to different types of people • Asks for and accepts help and advice • Understands the customer 	<ul style="list-style-type: none"> • Is able to see an issue or challenge from a different perspective • Has the ability to use common sense when applying procedures and asks if not clear • Acts as an advisor to customers, always helping them clarifying and answering their queries.
PROFESSIONAL <ul style="list-style-type: none"> • Has a positive attitude • Delivers what’s needed • Communicates clearly 	<ul style="list-style-type: none"> • Approaches the role with positivity and enthusiasm • Completes all tasks allocated and is proactive in ensuring the best outcome for our customers • Is able to be understood easily by customers and colleagues both orally and in writing
PROACTIVE <ul style="list-style-type: none"> • Focuses on improvement • Supports others • Takes responsibility 	<ul style="list-style-type: none"> • Consistently looks at the way we do things and suggests improvements where needed • Works as part of the team to get the best outcome for our customers. • Takes ownership when things go wrong and works hard to make things right.
INCLUSIVE <ul style="list-style-type: none"> • Builds strong working relationships • Working together • Promoting diversity 	<ul style="list-style-type: none"> • Works well with colleagues and builds relationships with customers to resolve their queries. • Plays an active part in the team, supporting colleagues and contributing fully to team events • Acts as a voice of our customer within the business

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Last Updated By:	G Suligowski	Date	27/05/2016
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