Job Title: Customer Service Assistants - Announcers

## Location Various

## Responsible to: Customer Experience Manager

## Grade Station Staff - Band B

## Safety Status: Non safety Critical

## Hours of Duty: 35 Hours

Shift patterns

Sunday shifts as agreed

Purpose of the job

To deliver a quality customer service through the provision of assistance and information to fulfil West Midlands Trains customer expectations, whilst meeting the Company’s business, safety and operational targets.

Person Profile

This position requires a person who is a confident communicator with a customer focused attitude, and is naturally able to quickly adjust to a variety of tasks, and take ownership of all ongoing opportunities, to provide a first class customer service.

Duties

* Continually provide information through effective communication in the form of announcements and Customer information screens at all times.
* Use CCTV to monitor train services for PA purposes and monitoring of stations at all times using Transec guidelines.
* Update and amend manuals.
* Ensure that IT equipment is kept clean and maintained.
* Ensure that engineering work is promoted ready for display on the Customer information screens and in times of disruption ensure that train running information is passed onto relevant staff at stations.
* Maintain a secure environment.
* Ensure long line announcements are made at all stations under your control.
* Take reasonable care of your own safety and for the safety of others who may be affected by your work.
* Carry out duties as required by the Customer Experience Manager, for which you have been trained, competent and have been provided with the necessary PPE.

Name of job holder:

Signature of job holder:

Date job holder signed:

Signature of job holder’s immediate line manager:

**SM/CC SEPT 2017**