

Job Title:	Customer Service Assistant
Location	GPR Wolverhampton
Responsible to	Customer Experience Manager
Grade	Band A
Safety Status:	Safety Critical
Hours of Duty:	35 Hours
	Shift patterns including nights
	Sunday shifts as agreed

Purpose of the job

To provide a safe and efficient train despatch and platform service to ensure that all activities are carried out safely.

To provide a high standard of customer service at the station and to help maintain a clean, safe and presentable retail environment to West Midlands Trains' customers.

Duties

- Responsible for care of all despatch equipment
- Make decisions regarding train despatch based on training provided, safety requirements and West Midlands Trains policy.
- Make decision regarding provision of service to West Midlands Trains customers based on West Midlands Trains policy and management guidance
- Ensure compliance with all safety responsibilities as detailed in the appropriate Safety Responsibility Statement.
- Ensure compliance with the requirements of the Health & Safety at Work Act
- Ensure the safe and timely despatch of trains
- Ensure high levels of customer service are provided
- Ensure customers are provided with the available accurate and timely information
- Ensure own safety and that of others at all times
- Maximise station revenue income
- Provide a high quality ticket retailing and customer care service, complying with the current West Midlands Trains and ATOC ticket retailing instructions and guidelines.
- Make reservations for customers and assist them with their travel arrangements
- Comply fully with station accountancy, cash regulations and internal check procedures to ensure that revenue and vulnerable items are kept secure.
- Ensure that cash is remitted promptly and according to West Midlands Trains procedures
- Alert the appropriate manager regarding requests for stores and equipment
- Comply with all appropriate rules and regulations
- Comply with Rule Book, and other appropriate instructions and standards
- Announce train arrivals and departures where required

- During times of disruption, act as a focal point for receiving and disseminating information on the station.
- During times of disruption, announce all train arrivals and departures at the station
- Ensure accurate and up to date information is displayed on all information screens within your control, including outstations, as required
- Maintain a record of delays, replatforming and other events affecting the train plan as required
- Proactively ensure that information is communicated within the station team and to other locations as appropriate
- Assist with disabled passengers as required
- Carry out Fire and security checks in line with current risk levels and maintain a high level of security vigilance at all times
- Conduct station cleaning duties, and make the station safe, presentable and welcoming to customers where required
- Ensure posters are displayed on the station, replacing any which are faded or out of date where required
- Deal with all lost property at the station according to station guidelines
- Report accidents, mishaps and incidents in accordance with the accident reporting procedures, maintain the station log book as required and provide reports to the appropriate manager as required
- In an emergency situation follow the Rulebook requirements in terms of reporting an incident and respond to the incident in accordance with training provided.
- In an emergency situation be prepared to assist until resolved or until relieved by an appropriate person
- Undertake Evacuation Warden duties as required
- Ensure that the station environment is kept safe for all users in all weather conditions, including undertaking winter weather precautions where required
- Report all defects arising at the station according to the fault reporting procedures
- Monitor CCTV where required
- Ensure all uniform, name badge, safety shoes and personal protective equipment provided is worn as required

Person Specification

- Customer focused
- Efficient and calm
- Polite and friendly
- Flexible as to the requirements of the job
- Good communication skills
- Able to use own initiative when appropriate
- High standard of personal presentation
- Numerate and literate
- Honest
- Computer literate
- Able to learn legislation that affects the role

Name of job holder:_____

Signature of job holder:_____

Date job holder signed:_____

Signature of job holder’s immediate line manager: _____