

Job Title:	Customer Service Assistants - Platforms
Location	Watford Junction/ Euston
Responsible to:	Duty Station/Customer Service Manager
Grade	CO3
Safety Status:	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 Midland 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 on going opportunities, to provide a first-class customer service.

Duties

- Responsible for providing high quality customer service to all of West Midland Trains' customers, including the promotion of the Company's disabled passenger's procedure.
- Update and amend manuals and manage supply of leaflets and timetables.
- Ensure an attractive environment by maintaining high standards of environmental cleanliness.
- Maintain a secure environment.
- Continually provide information through effective communication directly with our customers, utilising display units and IT equipment (using PA) particularly during times of disruption.
- Maintain and update all relevant records and registers.
- Carry out winterisation duties on all platforms and on all public areas.
- Carry out train dispatch duties.
- Carry out passenger assists where required.
- Take reasonable care for your own safety and for the safety of others who may be affected by your work.
- Be prepared to undertake any reasonable request made by your manager etc.

Name of job holder: _____

Signature of job holder: _____

Date job holder signed: _____

Signature of job holder's immediate line manager: _____

CC/SM SEPT 2017