

Post:	Customer Service Assistant (Platform)
Reports to:	Station service Leaders
Grade:	CSA- Platform
Safety Status:	Safety Critical
Version Agreed	May 2018

Purpose of Job and Principal Accountabilities

Assist with all station platform procedures, ensuring a safe and effective workplace for all our staff and customers. Provide a consistently high standard of customer service on behalf of West Midlands Trains and all other beneficiaries of the station

Manage Service Delivery

- Assist with the monitoring of station platform procedures, ensuring satisfactory delivery on behalf of West Midlands Trains.
- Assist with the co-ordination of all customer service activities particularly during times of disruption, ensuring all customers are dealt with in line with West Midlands Trains specification and passenger Charter requirements.
- Establish a safe and efficient working environment for both staff and customers at the Station through carrying out the necessary safety checks and security audits in accordance with all safety group standards and West Midlands Trains policies.
- Ensure a correct and safe method of work in dispatch of trains for both West Midlands Trains and all other beneficiaries preventing any avoidable delays.
- Proactively assist customers with fare timetable and any other queries. Queue combing in the Ticket Hall and subway area at busy times.
- Assist customers in the use of ticket vending machines.
- Maintain stocks in the timetable and leaflet racks.
- Collect disabled list print out sheets daily, and make staff aware of all assistances required during the day.
- Help with disabled passenger assistance as directed by the Team Leader.
- Dispatch of train services as directed by the station service leader.
- Ensure the office securely locked at the end of the day's business.

Managing People

- Assist in a customer service team through motivation and teamwork.
- Ensure you are provided with relevant training and development, meeting all competencies and standards.
- Ensure all day to day activities are achieved to maximise the contribution of all team members.
- Liaise with other stations to determine extent of delays, positioning of first class etc.

Manage Information

- Assist with the timely dissemination of all information/communication between West Midlands Trains and all relevant beneficiaries.
- Ensure all information is cascaded quickly to all station services personnel.
- Monitor all information relevant to the West Midlands Trains KPI's.
- Ensure clear and concise information is passed on to our customers at all times in accordance with relevant specifications.
- Report any faults to station service leaders.
- Work as directed by Station Service leaders.

Name of job holder: _____

Signature of job holder: _____

Date job holder signed: _____

Signature of job holder's immediate line manager: _____