

# Job Description

Job Title:	<b>Customer Service Assistants - Platforms</b>
Location	London Euston/ Watford Junction
Responsible to:	Duty Station/Customer Service Manager
Grade	CO3
Safety Status:	Safety Critical
Hours of Duty:	35 Hours
	<b>Shift patterns</b>
	<b>Sunday shifts as agreed</b>

## 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 on going opportunities, to provide a first class customer service.

## Duties

- Responsible for providing high quality customer service to all of West Midlands Trains customers, including the promotion of the Company's disable passengers 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.
- Work on the gate line as appropriate with passenger assists.
- 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.