



Contract of Employment

Customer Service Advisor

Job Description

Job Title	Customer Service Advisor
Main Objectives	To Provide daily duties to enable the smooth running of the business
Salary	£ TBC
Hours of Work	Monday to Friday 08:30 to 17:30 40 hrs per week
Holiday	20 days plus 8 bank holidays
Relationships	
1) Directly responsible to	Operations Manager
2) Regular and direct working relationships with	Transport Manager/s Office Staff PCV Drivers
3) Direct working Relationships with	Customers/General Public Local Schools
4) Indirect Working Relationships with	Company Directors
Key Responsibilities	<ol style="list-style-type: none"> 1) Respond to customer quires for coach hire, bus services, coach holidays and day trips 2) Dealing with customer bookings 3) Perform general clerical duties to include but not limited to: reception, photocopying, mailing, and filing 4) Meet and greet clients and visitors 5) Day to day customer accounts and banking 6) Support staff in assigned project based work 7) To carry out additional duties as requested by your Supervisor/Manager
Experience, Knowledge & Qualifications Required	<ol style="list-style-type: none"> 1) Ability to work without close supervision 2) Excellent people and communication skills with the ability to deal with people effectively and with ease 3) Experience of delivering excellent customer service in a fast paced working environment 4) A proactive 'want to help' attitude 5) Computer literate, including Microsoft Office and Distinctive Systems Coach Manager and Tour Manager would be an advantage.
Health & Safety Responsibility	<ol style="list-style-type: none"> 1) Maintain an awareness of and observation of Fire and Health and Safety Regulations
Safety Critical	<ol style="list-style-type: none"> 1) Comply with all company policies including the Safety and Environmental Policy Statements and Drugs and Alcohol Policy. 2) Set an example by carrying out my duties in a safe manner and ensuring that I do not put myself or others at risk.

Personal Specification

	Essential	Desirable
Education/Qualifications	English, Maths,	
Work Experience	Customer Service Role	Transport Industry
Skills, Knowledge, Aptitude	Good Interpersonal/communications skills Computer literate Customer Service experience	Social media Aware Polite telephone manner
Motivation	'Can do' attitude Self-reliant Well organised	
Impact on Others	Professional manner Self-Confident	
Requirements		Driving Licence