

Job Title	Contact Centre Assistant
Team	Contact Centre Supervisor
Reporting To	Contact Centre / STI

## About your role

Provide an accurate and efficient public transport information service for all customers throughout operational hours via telephone, email, web, and other social media formats.

Operate SYMCA's Customer Relationship Management (CRM) system and supporting tools in an efficient manner to meet all customer requirements

Handle all requests in a calm, polite, courteous, and efficient manner whilst encouraging customers to make greater use of the various self-serve service delivery channels, tools and services available.

### Why is your role important or how does it add value?

- Provide an accurate and efficient public transport information service utilising SYMCA's Customer Relationship Management (CRM) system, handling all enquiries (telephone, web, email, and social media) in a calm, polite and efficient manner to ensure requests are dealt with satisfactorily.
- SYMCA's aim is to provide the best Public Transport system possible. The objective is the pursuit of excellence in meeting the needs of all potential passengers.
- Use knowledge of public transport products and services to encourage customers to make greater use of public transport and the various self-serve service delivery channels and tools available to meet their future requirements.

### What are the tasks or work areas you are responsible for?

- Provide an accurate and efficient public transport information service utilising SYMCA's Customer Relationship Management (CRM) system, handling all enquiries (telephone, web, email and social media) in a calm, polite and efficient manner to ensure requests are dealt with satisfactorily.
- Search all available information in both paper and electronic databases and tools to handle all requests efficiently and accurately, providing accurate journey plan and other information to achieve customer satisfaction.
- Use knowledge of public transport products and services to encourage customers to make greater use of public transport and the various self-serve service delivery channels and tools available to meet their future requirements.

<ul style="list-style-type: none"> <li>Record customer details (and where appropriate respond to), comments and requests in SYMCA's CRM system to support the organisation in ensuring that it maintains accurate and up-to-date customer records to support the on-going provision of services.</li> </ul>
<ul style="list-style-type: none"> <li>Conduct the issuance of public transport products (new and replacement passes) utilising SYMCA's CRM system in accordance with established procedures to ensure customer expectations are continually met.</li> </ul>
<ul style="list-style-type: none"> <li>Assist the Contact Centre Supervisors and Contact Centre Manager to ensure that applications forms (personal data), cheques and postal orders are kept securely in accordance with recognised procedures to support organisational and legal compliance at all times.</li> </ul>
<ul style="list-style-type: none"> <li>Contribute to team working within the Contact Centre and Customers Services team and liaise with others to continuously improve cross-functional efficiency.</li> </ul>
<ul style="list-style-type: none"> <li>In conjunction with the Contact Centre Manager and the Contact Centre Supervisors assist in the training of new team members as required.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure continuous self-improvement in terms of your knowledge of all public transport products and services.</li> </ul>
<ul style="list-style-type: none"> <li>Use your working knowledge of public transport products and services in order to pro-actively advise existing and potential customers to meet their expectations.</li> </ul>
<ul style="list-style-type: none"> <li>Collaborative working with other employees both inside and outside of the Contact Centre Team</li> </ul>
<ul style="list-style-type: none"> <li>Use skills and knowledge to determine the most suitable journey plans and relevant information required to meet the needs of our customers.</li> </ul>
<ul style="list-style-type: none"> <li>Liaise with the general public.</li> </ul>
<ul style="list-style-type: none"> <li>Liaise with the appropriate personnel of public transport and other operating companies</li> </ul>
<ul style="list-style-type: none"> <li>Undertake any other duties commensurate with the post as directed by the Customer Service Area Manager</li> </ul>

## About You

What kind of <b>behaviours</b> are important?	
Ambition	Does not give in easily, prepared to stick at things to get something finished - persistent.
	A consistent and persistent focus on what matters most for delivery.
Innovative	Urgency in identifying problems and finding imaginative ways to solve them – avoiding added bureaucracy or unnecessary work.
	Willing to be challenged by colleagues – and to bring constructive challenge and support.
Integrity	Organised and structured in how they work, demonstrating good personal time management.
	Able to balance conflicting demands on their time, prioritises their workload well.
Collaborative	Open minded to the ideas, contribution or comments from colleagues, does not dismiss what others have to say.
	Willingly adapts their style to suit different situations.
Flexible	Moves quickly to get things done, invests additional effort if needed to meet a deadline or a goal.
	Open minded and receptive to new ideas and suggestions, acknowledges the benefit of change even if they have personal concerns.

Impact	Understands the purpose of the organisation, knows the vision and the strategic intention of the organisation.
	Sees opportunities to make processes or how they work better, speaks up and shares their ideas.

What <b>qualifications</b> or wider knowledge do you need?		
GSCE English & Maths (A to C) or equivalent	E	A
Ability to interpret paper and electronic maps and timetables	E	A
Geographical knowledge of South Yorkshire and knowledge of the passenger transport network	D	A/I

What previous <b>experience</b> is needed?		
Previous experience of providing customer services preferably via telephony, and/or other media forms to the public	D	A/I

What <b>skills</b> should you have?		
Administration skills – Uses core systems	E	A/I
Analytical and numeric skills – Collects and manipulates data	E	A/I
Computer literacy skills – Performs basic tasks in the operating system environment	E	A/I
Clear voice and excellent verbal communication skills	E	I
Ability and understanding of how to apply tact, diplomacy and confidentiality at all times when dealing with customers	E	I
Basic data entry and keyboard skills	E	A/I
Problem solving skills	E	I