

Customer Services Administrator



JOB DESCRIPTION

Salary: £16,000 - £18,000

35 hours per week usually between Monday to Friday.

The post-holder will be based in Leeds 11 but could be required to travel to other locations from time to time.

Responsible to: Customer Services Supervisor

Job Purpose

To help our customers meet their transport needs. The role will involve handling telephone calls from our customers, arranging and coordinating journeys using the organisation's computerised systems, coordinating our team of drivers, and undertaking related administrative tasks.

Main Duties

Customer Care

- Receive and respond to all inbound calls to the organisation including journey requests, cancellations and routine enquiries.
- Provide a high standard of customer care dealing with all inbound and outbound calls in a calm and professional manner.
- Provide a range of information to customers on request including transport and community services details, publicity, pricing and membership criteria.
- Where necessary, signpost customers to alternative fully accessible transport services in their geographical area.

Routing & Logistics

- Accurate data entry for all journey requests, cancellations and refusals on the organisation's transport scheduling system.
- Ensure that correct seating and/or mobility equipment capacity has been allocated on the vehicle.
- Optimise routing of transport services ensuring maximum occupancy of vehicles wherever possible.
- Optimise routing of vehicles to minimise mileage.

Membership Administration

- Provision of membership information to potential customers.
- Accurate data entry of memberships, renewals, fares, travel cards, mobility requirements and other customer information on the transport scheduling system.
- Deal with customer correspondence.

- Ensure documentation is filed appropriately in accordance with the Data Protection Act.

General Duties

- Promote the work and services of community transport in Leeds and the surrounding area.
- Undertake data reporting, analysis and produce reports as requested.
- Undertake training and development.
- In addition to the duties and responsibilities listed, the post holder will be required to perform other duties assigned by your manager from time to time.

Person Specification

Experience and Qualifications

Essential

- Able to communicate effectively.
- Excellent telephone manner
- Understanding of issues affecting older people and people with limited mobility or a disability.
- A minimum of one year's experience of use of Microsoft Word, Excel, Outlook and Internet in a work, school or placement environment
- Numerate and literate

Desirable

- Experience of call centre operations including use of database or scheduling systems
- Geographical knowledge of Leeds and surrounding area
- Experience of charity or social enterprise sector
- Volunteering experience

Personal Qualities Required

- Reliable
- Courteous
- Flexible
- Conscientious
- Good verbal communication skills
- Commitment to equal opportunities
- Systematic
- Attention to detail
- Ability to work under pressure
- Self-reliant