

Bristol Community Transport

Job Description

Post:	Customer Services Administrator
Salary:	£19,500 per annum
Hours:	37 hours per week Monday - Friday
Holidays:	20 days plus 8 named Bank Holidays
Responsible to:	Customer Services Team Leader

Job Purpose

To help our customers meet their transport needs. The role involves 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, including dealing with any complaints.
- 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.
- Ensure all journey request information is provided to the customer at least 48 hours in advance including date and time(s) of journeys, pick up and drop-off locations.

Membership Administration

- Provision of membership information to potential customers.
- Accurate data entry of memberships, renewals, fares, travelcards, 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 Bristol Community Transport.
- Undertake data 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 with adults with health conditions e.g. hearing loss, dementia, via telephone, email, text message, letter or other accessible format
- 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 environment
- Numerate and literate

Desirable

- Experience of call centre operations including use of database or scheduling systems
- Geographical knowledge of Bristol
- Experience of handling money
- Experience of charity or social enterprise sector
- Driving licence

Personal Qualities Required

- Reliable
- Self-motivated and self-reliant
- Flexible
- Conscientious
- Systematic
- Attention to detail
- Ability to work under pressure and with competing demands
- Good verbal communication skills, including good telephone manner
- Commitment to equal opportunities