

Bristol Community Transport

Job Description

Post:	Customer Services Assistant
Salary:	£9.14 per hour
Hours:	35 hours per week Monday – Friday (1 hour unpaid break)
Holidays:	20 days plus 8 Bank Holidays
Responsible to:	Customer Service Supervisor

Job Purpose

Bristol Community Transport provide minibus hire for not-for-profit organisations, such as charities and community groups, and Dial-a-Ride services for older and disabled people who have difficulty using public transport. We are committed to improving the social impact of our services, for example by reducing social isolation and loneliness among older people and enabling community groups to attend events or participate in activities.

Main Duties

The Customer Services Assistant role is a key interface with our individual and group customers and will help the meet their various transport needs. The role involves handling a high volume of telephone calls from our customers, monitoring emails, processing telephone and on-line booking requests, inputting data onto the transport management system, and providing follow-up administration.

Experience and Qualifications

Essential

Able to communicate effectively with a wide range of individuals including 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.

Demonstrable experience of use of Microsoft Word, Excel, Outlook and Internet in a work environment

Numerate and literate

Previous experience in a high volume incoming and outgoing call environment

Desirable

Experience of call centre operations

Geographical knowledge of Bristol

Experience of charity or social enterprise sector

Personal Qualities Required

Reliable

Courteous & patient

Flexible

Conscientious

Excellent verbal communication skills

Commitment to equal opportunities

Systematic

Attention to detail

Ability to work under pressure

Self-reliant

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

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