

London Community Transport

Job Description

Post:	Customer Services Assistant
Hours:	35 hours per week
Salary:	£22,000 - £24,000 depending on experience
Responsible to:	Community Transport Unit Manager

Job Purpose

Hackney Community Transport provides minibus hire for not-for-profit organisations, such as charities, community groups, statutory organisation and the not-for profit sector. Other services include MiDAS Training, Scooter hire and Dial A Ride services for older and disabled people who have difficulty using public transport. We are committed to improving inclusion 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 them meet their various transport needs. The role involves handling a high volume of telephone calls from our customers for our London based Community Transport, monitoring emails, processing telephone and on-line booking requests, inputting data onto the transport management system, and providing follow-up administration.

The Customer Service Assistant will provide market intelligence to the Head of CT, from data captured and statistical analysis to support business development in London. They will communicate effectively with all drivers and volunteers, engineering departments and stakeholders to deliver quality services and obtain service user feedback.

Person Specification

Personal Qualities Required

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

Experience and Qualifications

Essential

- Proven experience of working in a customer focussed environment for at least one year
- 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.
- Proficient in systems and ITC with a willingness to adapt and learn new systems
- Experience of using excel for data analysis and write basic reports.

Desirable

- Experience of call centre operations
- Geographical knowledge of London
- Experience of charity or social enterprise sector

The individual would (ideally, but no essentially) hold a full UK driving licence and be able to manage some manual handling tasks when necessary.

Applications:

CV and covering letter to pamelamooroogan@hctgroup.org.

Closing date for application is 13th July 2018, interviews will be held at our Hackney depot w/c 30th July 2018.