**JOB DESCRIPTION**

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| **Job Title** | Customer Service Officer (Tolls) |
| **Salary Band** 13 - 15 | SCP 13-15 |
| **Reporting to** | Team Leader (Tolls**)** |
| **Directorate** | Place |
| **Service Area** | Customer Delivery |
| **Contract** | 1 x Full Time (35 Hours) Rotating Customer Service Officer  (Fixed Term until 31st March 2025)  1 x Part Time (17.5 Hours) Rotating Customer Service Officer (Fixed Term until 31st March 2025) |
| **Political Restriction** |  |

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| **1. Primary Purpose of the Post** |
| To deliver a high standard of customer service to all customers using the Mersey Tunnels. |
| **2. Key Role Specific Responsibilities** |
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| Putting customers at the heart of everything you do.  Anticipating and meeting customer needs and expectations through:-   * The provision of information, guidance and assistance to customers; * Ensuring the smooth flow of traffic; * Assisting customers wherever and whenever required; * Assist Team Leader in configuration of lanes during times of customer demand; * Assist Team Leader in provision of a safe route for emergency vehicles.   Working within established procedures in respect of handling cash or cash equivalents including;   * Classification of all vehicles using attended lanes; * Operation of concessionary schemes; * Provision of change to customers if applicable. * Ensuring security of cash; * Checking notes for authenticity. * Facilitating card payments   Understanding and meeting health and safety duties and responsibilities.  Operating in a safe way by:-   * Complying with safe systems of work; * Following health and safety instructions; * Using PPE and other health and safety equipment.   Assist in the safe operation of the Mersey Tunnels by:-   * Relaying messages to and from customers and Team Leader in relation to any hazards; * Assisting the Team Leader in the event of emergencies/evacuations.   Having an appropriate level of knowledge of equality legislation and how it affects your service area.  Promoting equality and diversity by:-   * Recognising and addressing the needs of different customers; * Adapting your approach to meet the needs of different customers; * Recognising, respecting and valuing the diversity of your colleagues |
| **3. General Corporate Responsibilities** |
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| **4. General Managerial Responsibilities** |
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| It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority’s safety plan.  This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing. |

**PERSON SPECIFICATION**

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| **Service Area:** | Customer Delivery |
| **Job Title:** | Customer Service Officer (Tolls) |
| **Grade:** | SCP 13-15 |

**Note to Applicants. Essential criteria are marked with \*. All other criteria are desirable**.

|  | **CRITERIA** | **METHODS OF ASSESSMENT** |
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| **Qualifications and Training** | GCSE English & Mathematics or Level 2 qualification in Literacy & Numeracy (or equivalent) | A, T |
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| **Experience & Knowledge** | \*Experience of working in a customer-focussed environment. | A, I  A, T, I |
| \*Experience of cash Handling and security of cash |  |
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|  | Knowledge and awareness of Health and Safety in the work place. | A, T, I |
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| **Skills/Abilities** | \*Ability to work alone | A |
| \*Communication Skills | A, T, I |
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| **Commitment** | \*Committed approach to Customer Care  Committed approach to Learning and development | A, T, I  A, T, I |
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**Key to Assessment Methods:**

I - Interview P - Presentation A - Application E - Exercise T - Test AC - Assessment