



## **ROLE DESCRIPTION**

<b>Job Title</b>	Customer Service Officer
<b>Salary Band</b>	SCP 13 – 15
<b>Reporting to</b>	Team Leader
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Customer Delivery – Tolls
<b>Team</b>	A Team
<b>Political Restriction</b>	This role is not politically restricted
<b>Contract</b>	Temporary until 31 <sup>st</sup> December 2026

<b>1. Primary Purpose of the Post</b>
To deliver a high standard of customer service to all customers using the Mersey Tunnels.
<b>2. Your responsibilities</b>
<b><u>Putting customers at the heart of everything you do</u></b>  Anticipating and meeting customer needs and expectations through: - <ul style="list-style-type: none"><li>• The provision of information, guidance and assistance to customers.</li><li>• Ensuring the smooth flow of traffic.</li><li>• Assisting customers wherever and whenever required.</li><li>• Assist Team Leader in configuration of lanes during times of customer demand.</li><li>• Assist Team Leader in provision of a safe route for emergency vehicles.</li></ul> Working within established procedures in respect of handling cash or cash equivalents including: - <ul style="list-style-type: none"><li>• Classification of all vehicles using attended lanes.</li><li>• Operation of concessionary schemes.</li><li>• Provision of change to customers if applicable.</li><li>• Ensuring security of cash.</li><li>• Checking notes for authenticity.</li><li>• Facilitating card payments</li></ul> <b><u>Understanding and meeting health and safety duties and responsibilities</u></b>  Operating in a safe way by: - <ul style="list-style-type: none"><li>• Complying with safe systems of work.</li><li>• Following health and safety instructions.</li></ul>

- 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**

- Promote understanding of and adherence to the Combined Authority's core values by modelling appropriate behaviours and encouraging others to do likewise.
- To adhere to LCRCA policy and procedure guidelines in all areas including Health and Safety.
- Promote and encourage continued improvement in service quality and efficiency.
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills so as to improve effectiveness and efficiency of service delivery.

**4. Managerial Level Responsibilities**

- Create a positive learning and working environment through delegation, mentoring and coaching of staff and through the identification of training and development needs.
- To identify opportunities for self-development.
- Encourage a culture of continuous improvement to develop an outstanding service, where value for money and best value are delivered and innovation and enterprise flourish.
- Promote strong, direct and effective communication and involvement with all Stakeholders.
- Promote the work of the LCRCA and Liverpool City Region locally and nationally.
- Support the Combined Authority's commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken.
- 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.



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY

**METROMAYOR**  
LIVERPOOL CITY REGION

<b>5. Recruitment Plan</b>
Competency Based Interview

## PERSON SPECIFICATION

**Job Title:** Customer Service Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
GCSE English & Mathematics or Level 2 qualification in Literacy & Numeracy (or equivalent).	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of working in a customer-focussed environment.	E	A, I
Experience of cash Handling and security of cash.	E	A, I
Knowledge and awareness of Health and Safety in the workplace.	D	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to work alone	E	A
Communication Skills	E	A, I

Personal Attributes and Commitment	E = Essential D = Desirable	Identified By
Committed approach to Customer Care	E	A, I
Committed approach to Learning and development	D	A, I

**Key to Assessment Methods:** A – Application, I – Interview.