



ROLE DESCRIPTION

Job Title	Seasonal Customer Service Officer (Mersey Ferries)
Salary Band	SCP 13-15
Reporting to	Mersey Ferries Team Leaders
Directorate	Place
Service Area and sub area	Customer and Operations Mersey Ferries
Team	Mersey Ferries Customer Service Officers
Political Restriction	None

<p>1. Primary Purpose of the Post</p> <p>To deliver high quality Customer Services in Mersey Ferries Terminals (shoreside).</p> <p>The role requires the delivery of quality customer service to maintain Mersey Ferries position as the leading tourist attraction in the region.</p> <p>To work as part of a team, contributing to the efficient operations of Ferry Terminals and Attractions.</p>
<p>2. Your responsibilities</p> <p>Satisfied Customers</p> <ul style="list-style-type: none"> • Putting the customer at the heart of everything you do. • Providing excellent customer and information services. • Anticipating and meeting customer needs and expectations. • Adapt your approach to the individual and different needs of each customer. • Promoting customer feedback. <p>Being part of a high performing team</p> <ul style="list-style-type: none"> • Having a 'can do' approach and display of appropriate behaviours. • Delivering tasks to required standards and deadlines. • Be able to work on your own initiative and have a determination to deliver. • Be able to work well within a team. • Commitment to personal development and performance. • Working within established policies, procedures, and processes to support a standardised approach. <p>Commercial Awareness</p> <ul style="list-style-type: none"> • Demonstrate an understanding of Mersey Ferries products and affiliated attractions. • Increase revenue by upselling combination tickets and promote special cruises.



Improving the Liverpool City Region

- Focusing on the wider benefits of the LCRCA.
- Contributing to and promoting the vision and aims of the LCRCA within the city region.
- Sharing and communicating a clear understanding of the LCRCA priorities across the department

3. General Corporate Responsibilities

- Understanding and meeting all health, safety and wellbeing duties and responsibilities, and having full knowledge of relevant legislation.
- Compliance to all external accreditation and legislation requirement.
- Effective and consistent approach to incident and accident management in accordance with corporate and department procedures

4. Recruitment Plan

Competency Based Interview

PERSON SPECIFICATION

Job Title: Seasonal Customer Service Officer (Mersey Ferries)

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
NVQ Level 2 Customer Service or equivalent.	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience in customer focussed operational environment	D	A
Strong customer focus, putting customers at the heart of everything we do.	E	A, I
Competent & proficient in all current IT systems and applications including Microsoft Office Suite.	E	A, I
Experience and understanding of Health & Safety.	E	A, I
Commitment to learning and self-development.	E	A, I
Experience of ticket sales.	D	A, I
Experience of working to corporate governance/ compliance policies/procedures.	D	A, I
Tourism/retail experience	D	A, I
Experience in customer focussed operational environment	D	A

Skills and abilities	E = Essential D = Desirable	Identified By
Excellent standard of numeracy and literacy.	E	A, I
Excellent communication and interpersonal skills.	E	A, I
Excellent standard of personal presentation	E	A, I
Awareness of equality & valuing diversity	E	A, I
Environmental awareness.	E	A, I,
Able to work on own and as a team.	E	A, I



Personal Attributes	E = Essential D = Desirable	Identified By
An understanding of and a personal commitment to the Vision, Priorities and Behaviours of LCR Combined Authority.	E	A,I
Willing to embrace change	E	A,I
An understanding of and a personal commitment to the Vision, Priorities and Behaviours of LCR Combined Authority.	E	A,I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Flexible approach to work schedule and environment to maintain service delivery. between 0700-2000 *	E	A,I
Flexibility to work at all Mersey Ferries Locations	E	A,I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment