



ROLE DESCRIPTION

Job Title	Customer Service Officer (Tolls)
Salary Band	SCP 13 - 15
Reporting to	Team Leader (Tolls)
Directorate	Place
Service Area and sub area	Customer and Operations
Team	Tolls
Political Restriction	None

1. Primary Purpose of the Post

To deliver a high standard of customer service to all users of the Mersey Tunnels by ensuring the safe and efficient flow of traffic, accurate toll payment collections and maintaining operational continuity across tunnel plazas.

The role acts as a frontline representative of the Liverpool City Region Combines Authority (LCRCA), operating in a live traffic environment, supporting emergency services, utilising specialist systems and contributing to the training and development of colleagues to ensure service delivery.

The Mersey Tunnels operate on a continuous 24-hour basis, and the part time post holder will be required to work Monday to Friday (4 hours) including working on public holidays.

2. Your responsibilities

Putting customers at the heart of everything you do.

Anticipating and meeting customer needs and expectations through:

- Committed approach to Customer Care and delivering excellent service in a demanding frontline environment.
- Ability to work alone.
- Strong communication and interpersonal skills, including ability to de-escalate confrontational situations calmly, professionally, respectfully and effectively.
- Ability to work safely in a live traffic environment and comply with all health and safety requirements.
- Ability to remain calm, professional and effective under pressure, including during emergencies and incidents.
- The provision of information, guidance and assistance to customers, including directions, tourist information.
- Ensuring the smooth and safe flow of traffic across both tunnel plazas.



- Provide good quality communication and adapt to meet the diverse needs and expectations of customers.
- Assisting the Team Leader in configuration of lanes during times of customer demand, including changing lane directions ahead of peak traffic flow at Kingsway tunnel.
- Committed approach to Learning and Development, including willingness to train and mentor new colleagues.
- Committed to equality, diversity and inclusion in all aspects of the role.
- Maintaining vigilance over lane closures for turnout operations.
- Assisting the Team Leader in provision of a safe route for emergency services, including immediately clearing attended lanes for blue light vehicles.
- To provide a safe environment for all customers and colleagues.
- Make sound decisions support the customer and the LCRCA.

Working within established procedures in respect of handling cash or cash equivalents including:

- Classification of all vehicles using attended lanes.
- Operation of concessionary schemes.
- Take payments digitally and physical monies, ensuring security and accuracy of all cash received.
- Checking notes for authenticity.
- Facilitating card payments via PDQ (Process Data Quickly) terminals, including troubleshooting and rebooting terminals where required.

Using a variety of internal specialist software and systems to ensure effective operation of the Mersey Tunnels.

- Assist vehicles, manage knocked-off barrier arms and redirect HGVs (Heavy Goods Vehicles) that have entered incorrect lanes.
- Support with escorting overweight, oversized or left-hand drive vehicles safely through or away from the plaza.
- Working outdoors on the plaza in all weather conditions, 24 hours per day.

Support Team Leaders with training and mentoring of new Customer Service Officers in:

- Booth and plaza procedures.
- T-Flow system operation.
- Concessionary scheme administration.
- Exact fare and 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.
- Abide by uniform safety requirements, using PPE and other health and safety equipment,
- Full care and attention to provide a safe and stable environment.
- Escalate safeguarding concerns.



Assisting in the safe operation of the Mersey Tunnels by:

- Relaying messages to and from customers and the Team Leader in relation to any hazards, including overweight or unsafe vehicles, dangerous goods, and hazardous loads.

Assisting the Team Leader in the event of emergencies and evacuations.

- Completing incident logs.
- Provide clear and factual feedback.
- Embrace a can-do culture.
- Embrace change with a positive attitude.

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, including those with language barriers or communication difficulties.
- Adapting your approach to meet the needs of different customers.
- Recognising, respecting, and valuing the diversity of the Liverpool City Region colleagues and customers.

Delivering a customer-focused service across all interactions:

- Ensure that both internal and external customers remain the central focus in all business operations.
- Proactively identify and fulfil customer needs to ensure a superior customer service experience.
- Improve the overall customer experience through proactive and responsive service.
- Build effective working relationships and demonstrate a partnership approach to service delivery.
- Adhere and uphold the defined standards of Customer Service.
- Follow established communication plans to keep customers informed of any service disruptions.
- Make informed decisions that prioritise customer needs and ensure a positive service experience while aligning with organisational policies and objectives.
- Use sound judgment to resolve customer issues promptly, balancing customer satisfaction with operational requirements.

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 to improve effectiveness and efficiency of service delivery.
- Create a positive learning and working environment through delegation, mentoring and coaching of colleagues 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 is 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.

4. Recruitment Plan

Competency Based Interview.
In-tray exercise/ Role based competency test.

PERSON SPECIFICATION

Job Title: Customer Service officer (Tolls.)

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

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of working in a customer-focused environment, including managing confrontational or challenging situations.	E	A, I
Experience of cash handling and security of cash, including end-of-shift balancing.	E	A, T, I
Knowledge and awareness of Health and Safety in the workplace.	D	A, T, I
Knowledge and awareness of equality legislation and its application in a customer service context.	D	A, T, I
Experience of using IT systems and/or specialist operational software.	D	A, T, I

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to work alone.	E	A
Strong communication and interpersonal skills, including ability to de-escalate confrontational situations calmly and effectively.	E	A, T, I
Ability to work safely in a live traffic environment and comply with all health and safety requirements.	E	A, T, I
Ability to remain calm, professional and effective under pressure, including during emergencies and incidents.	D	A, T, I



Personal Attributes	E = Essential D = Desirable	Identified By
Committed approach to Customer Care and delivering excellent service in a demanding frontline environment.	E	A, T, I
Committed approach to Learning and Development, including willingness to train and mentor new staff.	D	A, T, I
Committed to equality, diversity and inclusion in all aspects of the role.	D	A, T, I

Key to Assessment Methods:

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