Bristol Community Transport

Post: Customer Services Advisor

Salary: £19,920 Full time Equivalent

Working pattern: 35 hours per week – core hours 9.00 am to 5.00 pm with occasional 8.00 am starts. Some evening and weekend work may be required including holding the "on-call" phone on pre arranged weekends. We are open to flexible working and job share applications

Job purpose

Bristol Community Transport (BCTConnect) provides transport services for older and disabled people who have difficulty using public transport. We are committed to improving the social impact of our services, by reducing social isolation and loneliness among our service users, enabling them to attend events or participate in activities as well as access essential services. We also provide minibus hire for not-for-profit organisations, such as charities and community groups.

The customer service advisors role is to maximise the number of people who are able to use all of our transport services by providing excellent customer service in a swift, efficient and compassionate way. This includes logical and efficient scheduling.

Main duties

Scheduling Dial-a-Ride trips using TMS. (Transport Management System). Using the TMS for a variety of other tasks including allocating of vehicles to groups, and generating reports.

Responding to telephone calls and email requests, including but not limited to: booking requests, membership enquiries and general enquiries.

Call backs to selected customers to inform them of changes to journey times.

Liaising with representatives of community groups, BCTConnect drivers, volunteers and fleet support staff.

Accurate data processing using BCTConnect bespoke software (the Transport Management System [TMS]).

Contributing to the production of weekly Key Performance Indicator (KPI) reports.

Administration support

Maintaining up to date accurate records within the TMS.

Processing membership applications and renewals.

Processing purchase orders and invoices.

Preparing driver packs to include schedule, keys, fuel card and blue badge.

General office tasks such as filing, photocopying and correspondence, ensuring documentation is filed appropriately in accordance with the Data Protection Act and GDPR.

Other duties

Logging and escalating any complaints to the service delivery manager.

Contribute to selected projects – updating website, social media, new business ideas.

Deputising for or supporting the service delivery manager as required.

Develop and maintain positive relationships with staff and volunteers.

Undertake additional duties as required commensurate with the grading for this post.

Work to the policies of BCTConnect, including Health and Safety and Equality of Opportunity.

Person specification

Experience and Qualifications

Essential

- Able to communicate effectively with a wide range of individuals including adults with health conditions e.g. hearing loss, dementia
- Excellent customer service skills
- Ability to work in a fast paced environment, including answering high call volumes, while maintaining a courteous, polite and professional manner
- Experience of scheduling (rotas, allocations or planning)
- Proficient in the use of databases in a work environment.
- Experience of working in a customer service focused role, primarily on the phone.
- Ability to multitask with several conflicting priorities and deadlines.
- Demonstrable experience of use of Microsoft Word, Excel, Outlook.
- Experienced in a variety of office administration tasks.

Desirable

- Geographical knowledge of Bristol roads and areas.
- Experience using social media for professional purposes. Writing posts/photos etc.

Personal Qualities Required

- Reliable, courteous & patient
- Flexible
- Conscientious
- Excellent verbal communication skills
- Commitment to equal opportunities
- Ability to work under pressure

- Self-reliant

Workplace values:

The post holder will be expected to operate in line with our workplace values which are:

***caring

***dignity and respect

***learning and reflection

***commitment to quality care and support