

Passenger Adviser – part-time (Fixed term contract – 12 months)



Location: *Manchester*

Salary: £16,339 (full-time equivalent)

Hours: *24.6 hours per week (days and times to be agreed)*

Reporting to: *Passenger Advice Team Leader*

The Company

Passenger Focus is the national independent consumer organisation for rail, bus, coach and tram passengers. Our mission is to get the best deal for passengers; and to make sure our success matches our aspirations, we are looking for a Senior Passenger Adviser who can help us fulfil this mission by being the customer's first point of contact and dealing effectively with rail, bus, coach and tram operating companies on behalf of the customer to obtain the optimum resolution to their concerns and issues raised.

Your Application

The information that follows provides a description of the key skills, competencies and responsibilities for the role of Passenger Adviser. **Please ensure you link your experience in your CV to the information in this advert.**

The Role

This is an exciting opportunity for an individual who is looking for a customer advice role that requires a professional approach. The post holder will be responsible for ensuring that any passenger contact is dealt with empathetically yet effectively to ensure that complaint handling targets are met consistently. The post holder will deal with enquiries and complaints from bus, coach and rail passengers.

The key focus for this role is to provide excellent customer service, whilst also displaying effective administration skills to ensure relevant information is captured effectively.

The successful applicant will have relevant experience in an office based customer service environment. It is important to communicate clearly both verbally and in writing so that consumers easily understand how their complaint is being handled. The post holder should have a commitment to quality and a resilience that allows effective working under pressure to take responsibility for customer issues in order to resolve problems successfully and continually deliver results.

Key responsibilities involve:

- Providing professional and consistent 'first level' customer contact, responding to and redirecting complaints appropriately.
- Taking the lead in implementing and delivering internal procedures to provide a bus and coach advice and advocacy service.
- Forging relationships with relevant stakeholders who investigate and resolve complaints for bus passengers.
- Ensuring all customer contact, whether verbal, postal or electronic is recorded accurately and that these logs are maintained and improved as necessary. Also, maintaining informational resources and publication stocks in order to fulfil customer requests.
- Producing standard and tailored reports and looking for ways to continually improve customer service policies.
- Maintaining contact with outsourced passenger contact centres in order to ensure that transition of information is completed effectively between the two centres.

Contact Details

If you are interested in applying for this vacancy please forward an e-mail attaching an up-to-date CV to lesley.sherwin@passengerfocus.org.uk For an informal discussion about the role, please contact Gary Willott on 0300 123 2172. All applications will be treated in the strictest confidence.

Closing Date for applications: 24 September 2010
