

Job Description

JOB TITLE: Customer Service Operator
DEPARTMENT: Operations
RESPONSIBLE TO: Assistant Operations Manager

PURPOSE OF JOB:

- To provide a prompt, courteous and efficient service to all customers by correctly classifying vehicles and collecting tolls.
- To ensure that all payment handling standard operating procedures are adhered to
- Resolve issues and respond to customer queries, with assistance of the Assistant Operations Manager where necessary.
- To act as an ambassador of the Humber Bridge at all times and provide outstanding customer services
- Ensure safety & security of all staff, customers and general public on the toll plaza.
- The Humber Bridge operates 24/7 and the role may require shift work.

PRINCIPAL ACCOUNTABILITIES

1. To collect tolls in the form credit/debit cards (electronic payment), vouchers/tickets, and issue receipts
2. To accurately classify vehicles using the toll operating equipment and charge the appropriate toll.
3. To record different types of payment on the toll operating equipment
4. To collect tolls following the correct procedure to ensure reconciliation can be completed.
5. To promote and educate customers on the benefits of automatic & electronic forms of payment.
6. To provide advice to customers on breakdowns, traffic hold ups, promotions and other requests for information in a prompt, courteous and respectful manner.
7. To act as an ambassador for the Humber Bridge at all times and provide outstanding customer service.
8. Ensure toll booths are clean and tidy and stocked with appropriate items.
9. Ensure security and safety procedures are followed at all times.
10. The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

I confirm I have read, understood and agree to the Job Description which outlines the purpose of my role. I also understand the job description will need to change over time and this will be done by consultation.

Signed:

Name:

Date:

Person Specification

EDUCATION AND QUALIFICATIONS

Essential

- Maths Level 2 or equivalent

Desirable

- Good level of IT skills

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

- Proven experience in a customer facing role
- Proven payment handling experience
- Knowledge of the Humber Bridge bye-laws

Desirable

- Knowledge of Health & Safety at Work Act
- Knowledge of Data protection Act – (GDPR)

PERSONAL SKILLS, ATTITUDES AND CHARACTERISTICS

Essential

- Excellent & effective communicator.
- To provide calm, professional and friendly disposition at all times.
- Flexible in working practices and hours of employment as changes to shifts and working patterns may be required.
- Ability to remain calm under pressure.
- Excellent observation & recording skills
- Basic understanding of processes and procedures for dealing with money.

GENERAL:

- The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.
- The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act (GDPR). Confidentiality must be maintained at all times.
- The post holder must be flexible to ensure the operational needs of the Board are met. This includes the undertaking of other duties of a similar nature and responsibility as and when required.

- To promote equal opportunities in employment.
- The Health and Safety at Work Act (1974) and other associated legislation places responsibilities for health and safety on the Humber Bridge Board, as your employer and you as an employee. In addition to the Board's overall duties, the postholder has personal responsibility for their own health and safety and that of other employees; additional and more specific responsibilities are identified in the Board's Health and Safety policy and associated procedures.
- Where the post holder may be covered by the Equality Act 2010, every effort will be made to supply all the necessary employment aids, equipment or adaptation to enable him/her to perform the full duties of the job. If however, a certain task proves to be unachievable then job redesign will be given full consideration.

1. DIMENSIONS:
2. All sections should be completed – if there aren't any state 'none'
1. Responsibility for Staff:

None

2. Responsibility for Customers/Clients:

Regular contact with customers using the Bridge, ensuring queries are dealt with quickly and professionally.

3. Responsibility for Budgets:

None.

4. Responsibility for Physical Resources:

Postholder is responsible for collating receipts and final accounting of the days' activity into receipt envelopes etc.

WORKING RELATIONSHIPS:
All sections should be completed – if there aren't any state 'none'
1. Within Service Area/Section:

Ongoing relationship with Assistant Operations Manager, Security & Traffic Officers, Control Room Operators and Operations Manager.

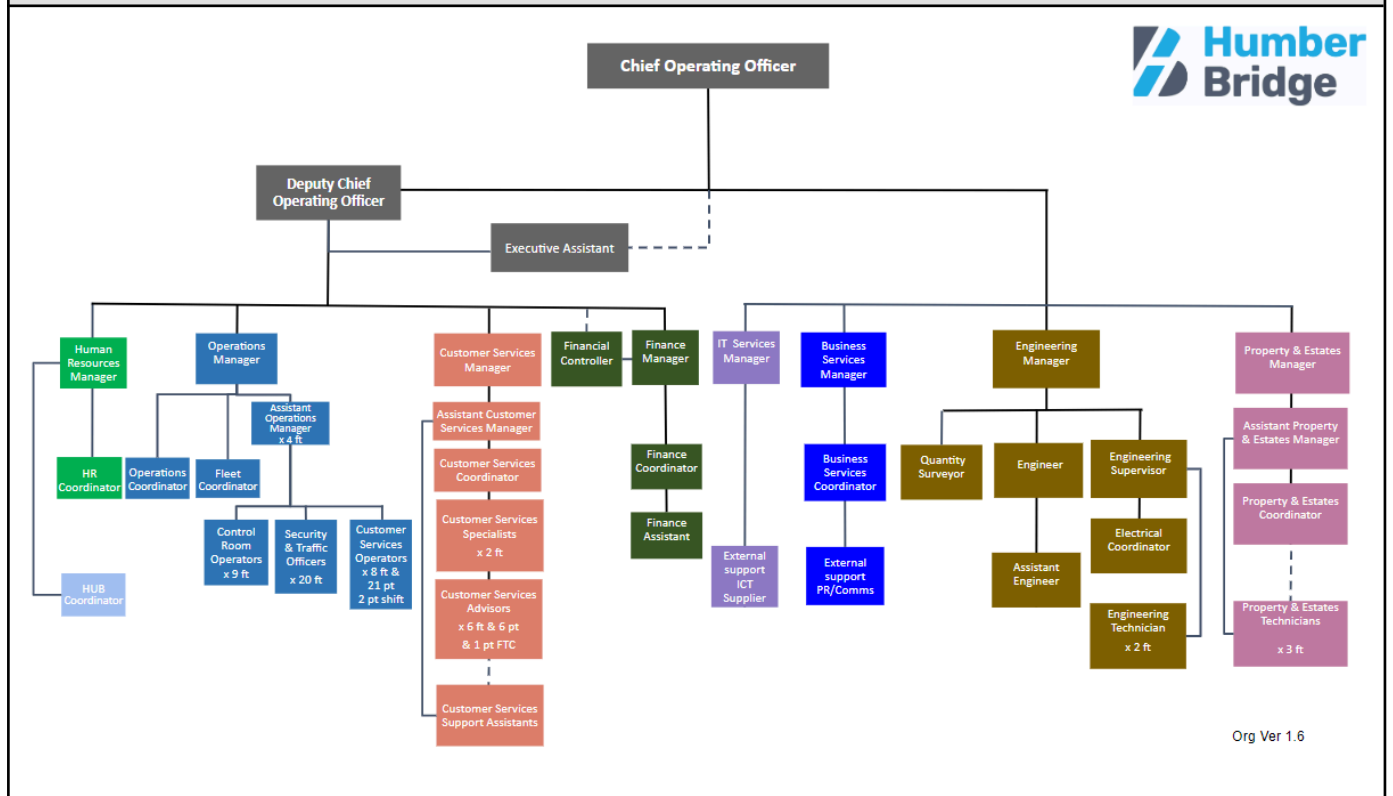
2. With Any Other Board Areas

Ongoing relationship with the other departmental colleagues e.g. Finance, Customer Service, HR and Engineering departments etc.

3. With External Bodies

Customers, visitors, contractors to the Bridge.

ORGANISATION CHART:



Org Ver 1.6

| | Tick relevant level for each category | | | | | | |
|---|--|----------------------|--|----------------------------|--|--|---|
| | N o t a p p l i c a b l e | L o w | M o d e r a t e | H i g h | V e r y H i g h | I n t e n s e | |
| PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment). | | | X | | | | Physical effort involved when carrying receipt envelopes, access to some toll booths via a staircase and underground tunnel |
| WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment). | | | X | | | | Working in a toll booth on a busy toll plaza. |
| EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment. | | | | X | | | Possible conflict situations managing customers, work/life balance involved in shift work/unsocial hours. |

| PERSON SPECIFICATION | | Tick relevant column | | List code/s* |
|---|---|--|--|-----------------------|
| The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. <i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring CRB's), T = Test/Assessment, P = Presentation</i> | | E s s e n t i a l | D e s i r a b l e | How identified |
| 1. | Qualifications: | | | |
| | Level 2 or equivalent in Numeracy | X | | AF, I |
| 2. | Relevant Experience: | | | |
| | Experience of working in a customer facing environment | X | | AF, I |
| | Proven payment handling experience | X | | AF, I |
| | Proven experience of dealing with customers and customer queries and offering advice and guidance | X | | AF, I |
| 3. | Skills (including thinking challenge/mental demands): | | | |
| | Excellent & effective communicator | X | | AF, I |
| | Ability to work in a busy environment that often demands high levels of concentration, while coping with frequent interruptions | X | | AF, I |
| | Ability to establish and maintain effective relationships with all customers | X | | AF, I |
| | Good oral skills including dealing with customers whose first language is not English | X | | AF, I |
| | Proven good customer care skills | X | | AF, I |
| | Good level of IT skills | | X | AF, I |
| 4. | Knowledge: | | | |
| | Basic knowledge of Humber Bridge Bye-laws | X | | AF, I |
| | Awareness of the provisions of the Data Protection Act | | X | AF, I |
| | Awareness of the provision of the Health and Safety at Work Act | | X | AF, I |

| | | | |
|---|--|----------|----------|
| 5. | Interpersonal/Communication Skills: | | |
| | Verbal Skills | | |
| | An excellent and effective communicator | X | I |
| | To provide a calm, professional and friendly disposition towards customers | X | I |
| | Written Skills | | |
| Ability to record and report toll abnormalities | X | I | |
| 6. | Other: | | |
| | Flexibility in working practises and hours of employment as occasional changes to current working pattern may be required. | X | I |
| | Mental Demands: | | |
| | Ability to remain calm under pressure | X | I |