

## Job description

Post Details	Please insert the post details
Job title:	Aftersales/Service Desk Advisor, Abellio Corporate Travel
Department / Location:	Abellio Corporate Travel / London
Reports to:	Operations Manager
Main purpose job:	To advise, issue and dispatch season tickets and provide aftersales services (changeovers, duplicates, refunds, encodes etc.) in accordance with RSP approved processes and client SLA 's (Service Level Agreements) as well as striving and maintaining a high level of customer satisfaction by giving accurate information to clients in regards to queries, fare quotes or any other information that may be required via telephone, email or any other method of communication.

### 1. Dimensions of role

Post dimensions	Insert dimension of role
Financial/budget accountabilities:	N/A
Staff responsibilities:	N/A
Any other statistical data:	N/A

### 2. Key accountabilities/responsibilities

Number	Insert description for each of the general and role specific accountabilities and responsibilities required to be undertaken by the role, list any specific tasks/activities required to be undertaken.
1	To ensure that changeovers, duplicates, refunds, encodes etc are issued, processed and dispatched in accordance with client Service Level Agreements
2	To deal with all client orders, queries and quotes in a timely and professional manner by either phone or email or any other method of communication
3	Data entry into systems.
4	To balance the ticket machines at the end of shift (days takings)
5	to represent and promote the services of ACT and the wider Abellio group
6	To report any equipment failures to the Operations Manager

### 3. Contact with others

Post Details	
Purpose, nature:	Contact with ACT clients in regards to orders, queries and quotes to ensure that SLA requirements are met
Frequency:	Daily
Means of contact:	Phone, email, in person or any other method of communication

### 4. Key behavioural indicators

Abellio values / behaviours	The ideal candidate will
Genuine:	Demonstrates a strong service orientation and operating in a professional, respectful, honest and straightforward manner. Focus on customer needs

	responding quickly and accurately to all client requirements.
<b>Professional:</b>	Works efficiently and accurately with strong attention to detail. Delivers to promise and to targets set in the Service Level Agreements. Remains calm and collected at all times. Professional and respectful of clients and fellow colleagues
<b>Proactive:</b>	Will seek and identify opportunities to enhance customer service and administrative processes, where appropriate, in order to further improve the service quality and speed provided to all customers. Will think and plan ahead, organises workload effectively. Self-motivated, works well independently and also work well as part of a team.
<b>Inclusive:</b>	Works well and provides great service to all type of clients and from all levels and backgrounds. Collaborative and flexible team player. Dedicated to provide excellent quality service and aims to achieve high level of client satisfaction at all times.

## Person specification

Person Specification	Essential	Desirable
<b>Attainments:</b> education, qualifications & training requirements	GCSE or equivalent in Math and English	Experience in using Fujitsu Star and Cubic ticketing systems as well as the ability to issue rail and season tickets.
<b>Abilities:</b> skills & aptitudes required	Strong administration skills, including accuracy and eye for detail Experience in using Microsoft Word, Excel and Outlook. Ability to meet objectives and tight deadlines. A great team player Flexible and collaborative attitude efficient	
<b>General intelligence:</b> experience & knowledge capabilities	Fluent in English, both verbally and in writing	Work experience in similar or associated functions (ie. Administration of Rail, Season ticket and Aftersales ticket operations like refunds, changeovers and duplicates) Understanding of the National Rail Knowledgebase, Avantix, National Rail Enquiries and journey planner. Knowledge of rail ticket restrictions and routes. Knowledge of ticket issuing and UK train industry ticket retail and fulfilment practices. Knowledge of Oyster, Smart and UK rail ticket legislation.
<b>Personal circumstances/wellbeing requirements:</b> e.g. travel, flexibility, health	Able to use computerised systems	flexible and willing to work longer hours, if and when required during busy periods

Job Holders Comments	Line Managers Comments
<b>Job holder's signature and date:</b>	<b>Line manager's signature and date:</b>