

<b>Job Title:</b>	<b>Customer Service Assistants - Platforms</b>
<b>Location</b>	Watford Junction/ London Euston
<b>Responsible to:</b>	Duty Station Station/Area Stations Manager
<b>Grade</b>	CO3
<b>Safety Status:</b>	Safety Critical
<b>Hours of Duty:</b>	35 Hours Shift patterns Sunday shifts as agreed

### **Purpose of the job**

To deliver a quality customer service through the provision of assistance and information to fulfil West Midland Trains customer expectations, whilst meeting the Company's business, safety, and operational targets.

### **Person Profile**

This position requires a person who is a confident communicator with a customer focused attitude and is naturally able to quickly adjust to a variety of tasks, and take ownership of all on going opportunities, to provide a first-class customer service.

### **Duties**

- Responsible for providing high quality customer service to all of West Midland Trains' customers, including the promotion of the Company's accessibility process
- Update and amend manuals and manage supply of leaflets and timetables.
- Ensure an attractive environment by maintaining high standards of environmental cleanliness.
- Maintain a secure environment. Adhering to GDPR process and guidelines.
- Continually provide information through effective communication directly with our customers, utilising display units and IT equipment (using PA) particularly during times of disruption.
- Maintain and update all relevant records and registers.
- Carry out winterisation duties on all platforms and on all public areas.
- Carry out train dispatch duties.
- Carry out passenger assists where required.
- Take reasonable care for your own safety and for the safety of others who may be affected by your work.
- Be prepared to undertake any reasonable request made by your manager etc.

Name of job holder: \_\_\_\_\_

Signature of job holder: \_\_\_\_\_

Date job holder signed: \_\_\_\_\_

Signature of job holder's immediate line manager: \_\_\_\_\_

**CC/SM SEPT 2017**

**CC/BL APRIL 2021**