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| What’s your job? | Customer Experience Agent |
| Who do you report to? | Customer Experience Team Leader |
| Where are you based? | SSC, 1st Floor, 58 Robertson Street, Glasgow, G2 8DU |
| Which Team(s) are you in? | Customer Experience |
| Who do you manage? | N/A |
| What core competences do you need? | **Communication**  Communicates orally and in writing in a clear, concise and impartial manner. Takes time to listen to and understand the perspectives of others and proposes solutions.  **Teamwork**  Actively contributes to achieving team results and supports team decisions. Delivers the best service to customers and internal stakeholders while demonstrating our values. Has an awareness of internal policies and procedures and ensures compliance.  **Planning & Organising**  Understands contribution to the wider SSC strategy and goals and plans and organises his/her own work in support of achieving team priorities. Considers potential changes and proposes contingency plans. |
| What do you do? | * Engage with customers through varying communication channels, including telephone, email, letter and webform. * Aim to resolve the customers' query at the first point of contact. * Processes sales accurately ensuing all customer travel needs are captured. * Processes relevant refunds where applicable * Provide customers with information that will be of value to them. * Liaise with relevant internal and external stakeholders, and utilise appropriate information systems, to ensure the customers' query is resolved in a professional and timely manner. * Offer the customer a personalised service to help drive customer experience towards excellence. |
| What are your key tasks? | * Respond to phone, email, letter and webform correspondence from customers within the agreed timescales. * Offer the customer, wherever possible, a personalised service and maintain a professional 'tone of voice' in all communication with customers. * Aim to resolve the customers' query at the first point of contact. If this cannot be achieved, then keep the customer regularly updated with the progress of their enquiry. * Keep track of responses and actions needed from colleagues to ensure the customer receives an answer to their query promptly. * By engaging with the customer, educate them on the facilities available to them, encouraging them to self-serve. * Processes tickets sales accurately, ensuring the correct journey, seat booking, cycle booking is accurately input and sale processes for best price possible. * Comply with procedures and timescales as directed whilst remaining PCI, DSS compliant at all times. * Establish relationships with internal and external stakeholders to ensure the customers' query is responded to in a timely manner. * Handle difficult situations and complaints in a professional manner. |
| Who are your key stakeholders? | Customers, Customer Experience; Team Members, Supervisors & Managers |
| What must you have to do this job? | **Abilities:** Skills & Aptitudes Required   * A strong understanding of how to deliver excellent customer service with a proven track record within a customer facing role. * Strong communication skills - both written and verbal. * Strong time management skills in order to meet deadlines and comply with agreed procedures. * Excellent organisational skills. * Strong problem-solving skills. * An investigative intellect.   **General intelligence:**experience & knowledge capabilities   * Excellent IT skills with particular knowledge of Microsoft Office packages Excellent analytical skill   **Personal circumstances/wellbeing requirements:**e.g.  travel, flexibility, health   * Full flexibility to work any shifts between 7am-10pm during the week as well as over the weekends. * Shows flexibility in when to take annual leave and is willing to work some irregular hours when necessary. * Able to cope with peak workloads and deadlines. |
| What would it be good for you to have to do this job? | * Previous experience working in a call centre environment * Knows how to relate with people throughout Abellio Group and its affiliated companies, regardless of level or background * Experience working in a public transport environment * Be Optimistic and Robust by nature |
| What do we expect from you? | * To give 100%, always strive to improve and innovate * To ask to questions & challenge the norm * To highlight ideas & suggestions |

**Abellio Values**

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