

VACANCY

CUSTOMER EXPERIENCE ADVISOR (37½ hrs)

Based at ONE STOP TRAVEL

We are looking for a highly motivated person willing to work in a highly pressured environment as a Customer Experience Advisor

The role will be welcoming customers, dealing with customer enquiries, advising customers on the use of self-service machines, lost property enquiries and Key card top-ups.

The post involves working a variety of shifts during a 5-day week, including weekends and public holidays as required.

Key accountabilities

- Dealing with a varied clientele, meeting visitors in a warm and professional manner
- Guiding customers to ensure the smooth flow through the shop
- Actively engaging in a warm and friendly manner with customers while they wait to be served
- Helping & advising customers in the use of self-service machines for both the key card and rail tickets
- Loading our smart card, 'the key', with responsibility for accurate recording and accounting for cash and tickets on a daily basis
- Ensure that outstanding customer service is provided at all times especially when under pressure
- To work as part of a highly motivated team
- Able to work in a neat and organised manner especially during busy periods

Skills and experience required

- Smart appearance, good customer care and communication skills are essential
- The ability to work under pressure as part of a team
- Retail/Sales background preferred
- Basic computer skills
- Basic maths and English skills

Please apply in writing, including a statement of approximately 200 words explaining why you would be suitable for this position, along with your current CV, to Judi Smith, Recruitment & Training Manager, 43 Conway Street, Hove, BN3 3LT or by email to judi.smith@buses.co.uk

Closing date for applications is close of business on Friday 26th August 2016

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