

VACANCY

CUSTOMER SERVICES ADVISORS

(Full & Part-time – Maternity cover)

Head Office, Hove

We are looking for enthusiastic and dynamic individuals to join our award winning team as a Customer Services Advisor at our head office in Hove

The roles, working in a very busy environment, will be handling customer enquiries via a variety of channels including telephone, letter, e-mail and social media. A commitment to delivering outstanding customer services is essential to the role, as is flexibility around working hours.

Key accountabilities

- Dealing with a wide range of customer enquiries including bus times, fares, complaints, mobile ticketing, Smartcard ticketing and lost property
- Provision of outstanding customer care at all times
- Maintaining accurate customer records
- Able to work as part of a highly motivated team

Skills and experience required

- Good customer care and communication skills (both verbal and written) are essential
- The ability to work under pressure as part of a team while following company procedures
- Good level of computer skills
- Experience of working in a call centre environment would be preferable
- A passion for transport industry is desirable but not essential

Full-time working hours will be 37½ hours per week, over five days. Candidates must be able to work on a shift basis including some early starts and late finishes along with bank holiday and weekend working on occasions. The part-time position is to cover maternity leave and the working hours are 22½ hours per week (Saturday, Sunday & Monday) on a rota basis.

Please apply in writing **clearly stating which post you are applying for**, 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

Deadline for applications is close of business Friday 26th August 2016

Brighton & Hove Bus and Coach company Ltd is an equal opportunities employer