

<b>Job Description</b>		
<b>Title</b> <b>Customer Service Officer</b>	<b>Department:</b> <b>Environment &amp; Resources</b>	<b>Post Ref</b> <b>ER/0844/AM</b>
<b>Job Purpose</b> To provide an effective and efficient facilities service to the transport interchange Site with a clear focus on customer liaison and support , cleaning/site management duties and site security		
<b>Key Responsibilities</b>		<b>Key Accountabilities</b>
<ol style="list-style-type: none"> <li>1. Premise security including locking/unlocking of the site, alarm setting, alarm tests and responding to vandalism if required.</li> <li>2. Ensuring heating systems are operationally effective and managed.</li> <li>3. Undertaking minor repairs in line with health and safety requirements.</li> <li>4. Undertaking general Building Cleaning (including consumables stocking) and portorage duties to ensure the Site is maintained to high standards throughout.</li> <li>5. Liaise with the Police Authority / District Council and monitor CCTV footage in order to assist in the prevention of anti-social behaviour</li> <li>6. Liaise with Nottinghamshire County Council's Transport Services Team in order to ensure the Interchange regulations and procedures are effectively in place throughout daily operations.</li> <li>7. To undertake administrative duties which include record keeping through incident books/customer complaints logs/lost property/deliveries and burglar/fire alarm tests</li> <li>8. The operation of a mobility scheme to support Interchange users with disabilities ( maintenance and security of equipment )</li> <li>9. Working directly with commercial transport companies in order to support bus service delivery through the Interchange and to support Interchange users</li> </ol>		<ol style="list-style-type: none"> <li>1. Accountability for the direction and supervision of onsite Cleaning Operatives</li> <li>2. Accountability to ensure externally accredited quality documentation is updated and maintained ( ISO9000 and OSHAS 18000 )</li> <li>3. Accountability to ensure Interchange users are safe throughout their time spent on Site</li> <li>4. Responsibility for attendance at training courses to cover areas which include fire safety ,first aid, building management , customer care and equality</li> <li>5. Accountability for occasional out of core hours working to support the needs of the Site</li> <li>6. Accountability for managing a small petty cash system through a credit card allocation</li> <li>7. Report to the designated Area Manager to determine work duties and requirements</li> <li>8. Accountability for personal Health and Safety and the Safety of Interchange users.</li> </ol>



10. The ordering of appropriate materials and equipment which includes timetables , cleaning products and stationary
11. To supervise contractors whilst on Site (repairs works) and to advise Transport Services of repair works required / budgets required.
12. To provide daily services through the allocated Office in order to provide a frontline customer service area. Dealing with public enquiries, complaints and requests for information.
13. Monitor the quality of Landscape Services provision and ensure the outside areas related to the Interchange remain neat and tidy.

**The post holder will perform any duty or task that is appropriate for the role described**

***Person Specification***

***Education and Knowledge***

1. Knowledge of soft services Facilities Management functions

***Experience***

7. Experience of working within a Building Cleaning and Caretaking/Site Management environment
8. Experience of working within a direct customer service environment
9. Experience of premises security , maintenance and heating systems
10. Experience of working within a dynamic environment and a flexible approach to working

***Personal skills and general competencies***

2. Puts into practice the Council's commitment to excellent customer care.
3. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
4. Works well with colleagues but also able to work on their own initiative.
5. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
- 6.

***Role Dimensions***

11. Responsibility of contributing to an Interchange Service which runs effectively , efficiently and focusses on customers' needs and requirements
12. Responsibility for a minor repairs budget ( maximum £1,000 ) and reporting financial repair costs to Transport Services representatives
13. Responsibility for the daily supervision of Building Cleaning Operatives designated to working at the Interchange

*Please attach a structure chart*

Date

Tier 7 Frontline