



Job Description

Guidance

Job title

Customer Service Assistant 2 (CSA2)

Reporting to (position number)

Customer Service Manager (CSM)

Hay score / Pay Band

TBA / CSA2

Job Purpose

To deliver world class service to all London Underground customers, providing assistance according to all customer needs including ticketing and enquiries.

Key accountabilities

Customer service: deliver world class service by proactively providing assistance to customers, including those with special requirements, with service information, help and advice on ticketing.

Ticketing: provide proactive support and advice to customers at ticket machines including the use of staff-enabled functionality. Float, service and consolidate cash from ticket machines where directed.

Incidents and emergencies: assist to ensure the safety of customers and staff, and to restore service as quickly as possible, in line with London Underground's Rules and Procedures (as directed).

Station support: support the smooth operation of the station environment. This could include carrying out checks, taking steps to alleviate congestion, prevent overcrowding and assisting customer flow and evacuation where necessary. Resolve local issues or report faults as required.

This job description takes account of the primary factors but recognises there may be an number of items required to fulfil the role, but which are not required to be detailed.



Direct



Active



Fair



Accountable



Collaborative

Financial Impact

The jobholder does not have any budgetary responsibility but will handle cash and other assets responsibly and in accordance with the appropriate procedures.

Key interfaces

• Customers: provide help and assistance. • Tenants, contractors, cleaners and other TfL representatives: assist with access to the station environment and request cleaning assistance. • LU operational colleagues: work collaboratively to ensure the smooth operation of the station and delivery of a world class service across the network and receive direction from the CSM and CSS as applicable. • Cash collection: ensure the correct process is followed in handing cash to collection service staff Fault report centre: to raise reports of new faults. • Service Control: report details of incidents and receive real-time information to disseminate to customers and colleagues. • Incident response colleagues and services: communicate and liaise with Emergency Services, Duty Reliability Managers, Emergency Response Unit and others in the event of an incident or emergency British Transport Police: assist in the prevention and detection of crime. • Local community: understand local issues, impacts and the needs of local customers.

Knowledge

- Excellent knowledge of the London Underground system, other TfL services, ticketing and travel options
- Good knowledge of local area information including onward transport, amenities and attractions
- Good understanding of the required performance measures, including London Undergrounds customer service targets and goals, and how personal performance contributes to the organisation as a whole
- Knowledge of basic fault resolution for station assets
- Knowledge of Operating Rules and Procedures (as found in the relevant Rule Books) and their application.

Skills

- Excellent customer service skills to deliver a world-class service
- Ability to determine the best solution to meet customers needs (e.g. ticketing)
- Ability to use appropriate technology to help customers with information and ticketing services, e.g. ticket machines and hand-held devices
- Ability to carry out all relevant cash handling procedures
- Ability to understand and apply emergency safety procedures to protect the well-being of self, colleagues and customers
- Ability to provide coaching and support to colleagues
- Ability to demonstrate assurance and competence, as appropriate to the location, including licences for safety critical activities
- Ability to communicate clearly and effectively with people from different backgrounds and at all levels

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Experience

- Working in a busy and dynamic environment
- Working calmly and confidently in all situations including emergencies

Our 15 competencies are the generic skills, including interpersonal skills and knowledge need to perform well in a role, but not all of these will be applicable. Based on the requirements of the role, please indicate those competencies that are most relevant (6 - 8 max) and the level required (A-E).

Refer to the [Competency Briefing Note for Line Managers](#) for further information and the [Competency Framework](#) to determine the competencies and levels to be included.

Building capability	<input checked="" type="checkbox"/>	A	Communications and influence	<input checked="" type="checkbox"/>	A
Responsiveness	<input checked="" type="checkbox"/>	A	Stakeholder management	<input type="checkbox"/>	
Customer service orientation	<input checked="" type="checkbox"/>	B	Planning and organisation	<input type="checkbox"/>	
Strategic thinking	<input type="checkbox"/>		Commercial thinking	<input type="checkbox"/>	
Problem solving and decision making	<input type="checkbox"/>		Safety awareness	<input checked="" type="checkbox"/>	A
Organisational awareness	<input checked="" type="checkbox"/>	A	Managing business performance	<input type="checkbox"/>	
Change and Innovation	<input type="checkbox"/>		Team leadership	<input type="checkbox"/>	
Results focus	<input checked="" type="checkbox"/>	A			

HEALTH & SAFETY STATEMENT

All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions. All employees must understand and be committed to Transport for London's Health and Safety Policy statement and the Company's safety priorities and be aware of their contribution to such priorities. All employees must also be aware of and comply with all current health and safety legislation and other Company requirements that are relevant to their role.

EQUALITY STATEMENT

Transport for London values the diversity which exists in our city, and our aspiration is to reflect this diversity in our workforce. All employees must be aware of and committed to the Equality Policy Statement of Transport for London. All employees must also be aware of and comply with other Company requirements associated with Equality and Diversity issues relevant to their role.

CRIME & DISORDER STATEMENT

It is a statutory requirement for all departments in TfL to follow Section 17 of the Crime and Disorder Act 1998. Section 17 requires authorities to consider the likely affect on crime and disorder and community safety in all that they do, and take action to prevent crime and disorder, substance misuse, anti-social behaviour and behaviour that adversely affects the environment. TfL has voluntarily been committed to following Section 17 since 2006, but we must all make sure that it is considered in decision making, policies and procedures in the same way that equality and health and safety are.

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ADDITIONAL INFORMATION AND/OR ADDENDUM

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