



Job Description

Job Title	Customer Service Agent
Reporting to	Contact Centre Team Leader
Hay score / Pay band	Band 1
Role Scope	<p>Responsible for first line and follow-up customer contacts by telephone, email, letter and in person. Responding politely and efficiently to queries spanning payments, bookings, refunds, information, complaints and other enquiries. Handling both internal and external customer concerns and resolving issues raised if possible as a one stop shop.</p> <p>Where appropriate capture, scan, log and record contact details and feedback enabling improvement in service across TfL.</p> <p>Where appropriate to support both the internal and external facing Knowledge base.</p>
Key Accountabilities	<ol style="list-style-type: none"> 1. Provide accurate and relevant information promptly in a warm friendly and personable tone and treat each customer as an individual with the objective of exceeding each customer's expectations. 2. Deal with public comments effectively and give only disclosable information. 3. Answer all queries as quickly as possible ensuring that the reply is accurate, the tone is friendly, and that the customer's query is fully answered. 4. Process refunds accurately and in a timely manner. 5. Recognise and use opportunities to promote other services. 6. Adhere to all TfL and local Group Marketing policies and guidelines. 7. Logging and coding/categorising each customer contact item. 8. Updating frequently asked questions and information on both internal facing knowledge bases and external customer facing knowledge bases. 9. Supporting the co-ordination of charity collections and busking bookings at LU stations. 10. Any other Contact Centre related activity when deemed necessary by business demand, and in the provision of ongoing support for the Contact Centre.

Key interfaces	<ul style="list-style-type: none"> • Seek advice on complex customer queries from Team Leaders where necessary. • Share lessons learned and information with other Customer Service Agents. • Collaborate proactively with colleagues across the contact centre to provide the best possible customer service. • Share ideas for improvement with Team Leaders
Knowledge	<ul style="list-style-type: none"> • Good knowledge of TfL services. • Good knowledge of fares and ticketing, current issues, policies and problems.
Skills	<ul style="list-style-type: none"> • Ability to deal with people in a polite, helpful and constructive way is essential. • Ability to write clear, concise and customer focussed letters and emails. • Well organised to cope with a heavy workload and an ability to manage own time to meet challenging deadlines. • Excellent written and verbal communication skills are essential. • Detail consciousness. • Customer focussed with ability to take ownership of issues and follow through to a conclusion, to be able to decide what course of action to take with a customer enquiry/complaint/refund. • Proven ability to build strong working relationships with colleagues. • Basic computer and Internet literacy. • Provide relief support to all areas of the Contact Centre as required.
Experience	<ul style="list-style-type: none"> • Previous work experience within a busy customer services department dealing with customer communications via phone, letter and email. • Experience of addressing a range of customer enquiries spanning payments, information, complaints and other enquiries. • Experience of simultaneously using the telephone and pc based applications.
<p>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</p>	

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 effect 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.