

CARDIFF BUS JOB DESCRIPTION

JOB TITLE:	Shared Services Advisor
DEPARTMENT:	Shared Services Department
RESPONSIBLE TO:	Shared Services Leader
PLACE OF WORK:	Sloper Road

Main Function:

As part of a team, perform a range of administrative functions for the organisation; dealing with both the internal and external customer communications. You will handle queries and requests received from internal and external customers, demonstrating a high level of customer service and best practice in everything you do.

Responsibilities:

1. Process and deal with queries and requests received from internal and external customers and suppliers, within the appropriate deadlines.
2. Responsibility for seeing queries and requests to an acceptable conclusion.
3. Deal with various methods of communication - telephone, email, letter, in person and online, within the agreed timescales and to an agreed format.
4. Process and monitor the facilities website ensuring jobs are actioned within the agreed priority timeframes. Tasks will include placing jobs with contractors, monitoring the progress of jobs, escalation of jobs outside approval limitation and completing all paperwork. Follow up on the facilities website after the job is complete.
5. Receive and deal with incident reports and ensure these are forwarded to the relevant parties, which includes insurance companies.
6. Deal with CCTV requests ensuring that they are downloaded within the correct timescale and monitor the performance of the system.
7. To deal and respond to all methods of communication eg letters and emails, in a professional manner, which would include those received from solicitors and third parties.
8. Deal with driver queries in relation to areas such as uniforms, car parking permits and staff travel passes and other requests.
9. Use of key operating systems, including but not limited to, EP Morris, Mix Telematics, Freeway, CMS, Sharepoint, Ticketer, FLM Web and CRM.

10. To manage on-line communication with our passengers through updating and maintaining our social media sites, to include Twitter and Facebook.
11. To deal with on-line ticketing issues and resolving them with the customer.
12. Attend customer campaigns and roadshows as an ambassador of Cardiff bus.
13. Deal with a range of administrative functions for the whole organisation, some of which include: incident reporting, requesting and maintaining CCTV files, processing of lost property, iff card, direct debit applications, receiving and investigating customer feedback/complaints, letters, MOT and taxing of vehicles, Freeway fleet maintenance administration and accident costs.
14. To cover reception duties at our Sloper Road site involving tasks such as answering the telephone, distributing the mail, greeting visitors, directing contractors to outstanding jobs logged on facilities and any other admin work required on the day.
15. Produce information graphs and dashboards for internal and external customers.
16. Communicate with customers and suppliers in response to feedback they have given to Cardiff Bus demonstrating excellent customer service and best practice.
17. To undertake all duties within the Shared Service Centre as and when required, including training and coaching all team members.
18. To assist in any other duties and projects as and when required.

The function is to cover all aspects of our administration and therefore the employee will be required to be flexible in terms of work and tasks.

Signed.....Name.....

Date.....