

Customer Services Team Leader (2C-GPR Metro)

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Company: Govia Thameslink Railway

Location: London

Category: other-general

The Job

As the GPR, one day you could be covering Platform, the next Gateline or Salespoint duties.

You could be working any of the shifts (early, late or nights) and any of the duties required for the above roles with the roster published on a Thursday to cover the following week.

Role covers all 19 stations on the Southern Metro Area (inc. Balham, Clapham, Peckham, Selhurst etc) you must be able to be flexible.

These roles cover 24 hour operation, due to the shift times you must live in the local area and have available transport to ensure that you arrive at the station for the first shift and work your last shift as required as there may not always be a train service available.

Are you an experienced Team Leader?

Do you also enjoy working in a customer facing position?

As our General Purpose Relief (GPR) you get to do both:

You will be passionate about delivering outstanding customer service each and every time, a role model for others to follow.

You must be also comfortable and effective in leading your team, of up to 20 and providing them the support and development they need to enable them to perform their roles effectively.

The Job

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Through you and your team, our vision is to provide our customers with a welcoming, seamless, well-informed, consistent and relaxed travel experience. One which will encourage additional and repeat business whilst ensuring our customers consistently talk about our service positively. Key to your role, at all times, is being visible and anticipating the needs of the customer to meet their expectations. You and your team will often be the first point of contact our customers will meet on their journey

Experience / Skills / Requirements

A demonstrable ability to engage, lead and motivate your team

A positive approach coupled with passion and ability to support and develop your team

Demonstrable experience of managing customers effectively in difficult environments.

You must be able to demonstrate a high level of numerical ability.

An effective communicator and must be able to demonstrate this both through your application and or assessments.

Able to make decisions in a customer focused manner and carry out instructions effectively.

What you'll get:

Living locally, you'll have a short commute. You will also get a good salary, once trained, in addition to our excellent benefits package which includes 32 days annual leave per year and a final salary pension scheme. In addition to this, you'll get free travel across our networks and 75% discount off other train service providers and leisure travel for your spouse/partner

and dependents.

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