

**Job Title:** Customer Service Representative

<b>Location:</b>	Dial-a-Cab House 39-47 East Road London N1 6AH	<b>Responsible to:</b>	CSR Manager and Team Leaders
		<b>Responsible for:</b>	None

**Job Purpose:**

Effective handling of telephone requests by processing information received accurately and efficiently.

Deliver a high level of Customer Service to each account and cash customers.

**Tasks / Responsibilities:**

- Behave in a respectful manner at all times whilst in the Contact Centre.
- Handle calls in a consistently polite, professional and efficient manner.
- Understand the significance of Customer Service and adhere to high standards at all times.
- Process account and cash bookings through Volante dispatch system.
- Call customers back to inform them of the status of their taxi.
- When there are service issues regarding availability of taxis follow the procedures and practices in place to resolve the problem.
- Monitor airport pick ups for any delays to the incoming flight and adjust the booked time accordingly.
- Check e-mail inbox for bookings and input the trip into Volante for the appropriate booked time.
- Achieve service levels set by your Team Leader.
- Answer customer's queries and escalate to a Team Leader / Dispatcher when necessary.
- Recognise the importance of flexibility regarding breaks to ensure service levels are not affected at any time during the shift.
- Take a pro-active approach towards suggesting improvements to working practices.
- Committed towards continuous personal development.
- Inform Team Leader of any system faults or problems.

**Working Conditions:**

- Day Shift Hours: 08.00 – 16.00
- Evening Shift Hours: 16.00 – 00.00
- Night Shift Hours: 23.30 – 08.00

**Additional Duties:**

- Administer bookings made via the Encompass system for customers who choose to book all their ground transportation through Dial-a-Cab.