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| Job Title: CTC Customer Services Administrator | |
| Job Evaluation Number | C180 |

JOB DESCRIPTION

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| Job Title: CTC Customer Service Administrator | Location: Bicester |
| Job Family: Business Support | Role Profile Title: BB2 Police Staff |
| Reports To: Fleet Services Officer | Band level: 2D |
| Staff Responsibilities (direct line management of): Nil | |

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: administer Vehicle Hire service arrangements for Thames Valley Police, Bedfordshire Police, Civil Nuclear Police, Cambridgeshire Police and Hertfordshire Police within the Chiltern Transport Consortium, ensuring the most effective, efficient and economical solution is obtained, in accordance with CTC Hire Policy and Procedures. Provide support for other Transport Office roles in times of need, specifically that of the CTC Transport Fleet Services Officer.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

- 1. Customer Service (Technical Receptionist):** Act as point of contact for emails/telephone enquiries regarding: vehicle hire, fuel card enquiries, NIP enquiries, and offering help/advice as required. Act as point of contact for regional squad vehicles and Civil Nuclear Constabulary. Issue order numbers, liaise with external workshops and CNC officers.
2. Consult with external workshops and Forces for remedial action repairs and planned maintenance arrangements. Schedule in appointments for the fleet offering a line of support for external workshop functions.
- 3. Hire Desk:** Manage the day to day administration duties of the hire desk function to validate bookings, challenge/approve/reject as necessary. Ensure that the fleet database is updated with all the information and accurate hire records are maintained with regards to long term hires and hires with other companies.
4. Edit/update the Enterprise on-line booking system to; book vehicles, answer queries, extend, off-hire, cancel, add new drivers and reset passwords. Liaise with service providers Enterprise to chase bookings, answer customer queries and escalate complaints where necessary.
- 5. Fuel Cards:** Act as point of contact for liaison with fuel card/service providers issuing out replacements where necessary. Maintain and update fuel card data records. Process data received from fuel card supplier; validating issues and inspecting records to ensure they are up to date.
6. Produce monthly fuel usage report (internal and external) for finance, by extrapolating the data held within Tranman into a report writing program (Crystal).
- 7. General Administration:** Maintain a working knowledge of other transport specific office functions, particularly that of the Transport Fleet Services Officer, to enable the provision of temporary cover for staff absence, or assistance in periods of high demand.

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8. Act as point of contact to internal recipients of Notice of Intended Prosecutions via email and over the telephone for general enquiries. Process on Crystal and send notifications to the relevant LPA representative and 'endorse' tickets before returning to issuing office. Keep file of all NIP records via the internal spreadsheet/database to maintain, review and escalate issues.

9. Undertake administrative duties when required in order to ensure operations can remain functional: assisting with record updates on software packages such as; Tranman, Seagate Crystal, Artemis and the Traka management system.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The different accountabilities will be shared across the other CTC Customer Service Administrator who will report to the Transport Officer, but will be expected to be responsible for prioritising and undertaking their own individual workload on a day-to-day basis.

Flexibility maybe required during high demand periods for public events; for example Royal weddings, The Olympics, etc. These events require a larger supply of vehicles than normally warranted. This may require staff to work overtime and be flexible with their working time to match this demand.

Strong team work attributes will be required as financial reports are required to be submitted by the end of the month to the Finance Department. This will require all administrators to work collaboratively together, effectively sharing workloads to consistently meet this deadline.

CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

| <i>The knowledge or skills required in the role are as follows (essential or desirable):</i> | <i>E/D</i> |
|--|-------------------|
| 1. Good customer service skills with experience of answering enquiries, conducting escalations and handling/resolving complaints. | E |
| 2. Good administrative skills (reviewing editing/updating records) and computer literate with ability to use Microsoft Office Outlook, Access, Word & Excel. | E |
| 3. Ability to work accurately with a high attention to detail to set deadlines. | E |
| 4. Ability to work well in a team environment with excellent communication skills. | E |
| 5. Excellent time management skills and ability to prioritise their own workloads to ensure critical operations are completed in a timely manner. | E |
| 6. Recent experience of Fleet Management Processes. | D |
| 7. Familiarisation with Fleet services/Accountancy software packages. | D |