



## Orkney Ferries

<b>Job Title</b>	Customer Services Adviser	<b>Location</b>	Various Orkney Ferries Offices
<b>Reporting To</b>	Team Manager (Ferry Operations)	<b>Grade</b>	Grade E

### Job Summary

The post holder will provide administrative support within Orkney Ferries and will be required to deal directly with queries from the public face to face, over the phone, by email and online providing advice, information and booking for ferry services.

### Responsibilities

#### Customer Services

Provide a service to the public from the first point of contact and accurately process a variety of requests on behalf of ferry services, including the check-in of ferry customers.

Reconciliation and banking of cash payments, ensuring that these are handled in accordance with the Service and Council policies.

First point of contact for all customer and staff communications, ensuring that these are handled in accordance within the agreed customer service standards.

Responsible for the disruption process, this will include creating web and social media content, notifying customers and rearranging travel, contacting relevant Council services and users in the event of cancellations or other changes to Ferry services.

Member of the Company Emergency Response Team, communicating directly with customers, relatives, media, regulatory bodies, external agencies and emergency services.

Assist in the sorting and franking of all Orkney Ferries mail from internal and external services, ensuring that deadlines are met.

Responsible for the creation, review, edit and publish of web content. Assist in achieving consistency across the website ensuring that material to be published meets agreed standards.

Develop and deliver user training on the customer booking system and associated processes and assist with training of new starters/seasonal staff and provide customer support for online booking.

#### General Administrative Duties and Responsibilities

Establish, maintain and action electronic systems including Bookit and Opera as appropriate. Processing bookings, cancellations, correspondence and other documents as required, along with undertaking all necessary general administrative office duties.

Use of Opera to maintain financial systems and procedures in connection with the input of freight and passenger details in a timely and accurate manner to ensure timely and accurate invoicing of customers.

Responsibility for maintaining statistical and other information systems to provide data returns for the Scottish Government, reports for Chief Officers/Managers, MCA inspections, DOC audit, passenger counting and registration, Freedom of Information requests.

Book local travel including securing accommodation and transport, filling out travel forms for customers under the conditions of carriage scheme following disruptions to service.

Minute taking for the service and other meetings as required for example – the ISM Review and Company safety management meetings.

### **Job Requirements**

#### **Experience (essential)**

Experience of working in a customer focused administrative role dealing with enquiries by telephone, face to face, email and online.

Proven experience in the use of computerised systems including Microsoft Office

Strong writing, proof reading and editing skills

#### **Knowledge (essential)**

SCQF 5/6 or higher in a relevant subject

Or

a minimum of 2 years' experience of working in a customer focused administrative role

#### **Other Requirements (essential)**

Full and current UK driving license.

### **Employee Acceptance of Job Description**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_