



CONTACT CENTRE
CUSTOMER SERVICE REPRESENTATIVE
JOB DESCRIPTION

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Location:	Dial-a-Cab House 39-47 East Road London N1 6AH	Responsible to:	Team Leaders
		Responsible for:	None

Job purpose:

- To effectively handle telephone requests by processing the information received accurately and efficiently.
- To deliver a high level of customer service to every account and cash customer.

Key tasks / responsibilities:

- To behave in a respectful manner at all times whilst in the Contact Centre.
- To handle calls in a consistently polite, professional and efficient manner.
- To have an understanding of the significance of customer service and adhere to high standards at all times.
- To process account and cash bookings through the V6 despatch system.
- To call customers back to inform them of the status of their taxi.
- When there are service issues regarding availability of taxis, to follow the procedures and practices in place to resolve the problem.
- To monitor airport pick-ups for any delays to the incoming flight and adjust the booked time accordingly.
- To check the e-mail inbox and fax for bookings and input the trips into V6 for the appropriate time.
- To attain the service levels set by your Team Leader.
- To answer customer queries and escalate them to a Team Leader / Despatcher when necessary.
- To recognise the importance of flexibility regarding breaks, thus ensuring service levels are not affected at any time during the shift.
- To take a pro-active approach towards suggesting improvements to working practices.
- To demonstrate a commitment towards your own continuous personal development.



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- To inform your Team Leader of any system faults or problems.
- To attend training sessions as required.
- To work in accordance with Dial-a-Cab's health and safety policy, reporting any concerns to your Team Leader.
- To remain aware of Dial-a-Cab's emergency procedures and the location of the fire exits, assembly points, and fire fighting equipment within the vicinity of the Contact Centre.
- To carry out other duties as directed by your Team Leader from time to time.

Additional duties:

- To administer bookings through the Concierge system for customers who choose to book all ground transportation through Dial-a-Cab.

Working hours:

- Days: 08.00 to 16.00
- Evenings: 16.00 to 00.00
- Nights: 23.30 to 08.00