

Aspire Job Description

Job Title: Customer Service Agent **POSITION ID:** CSVAD157

Entity: **ASPIRE DEFENCE SERVICES LIMITED (ADSL)**

Location: Worthy Down

Reports to: Depot Team Leader

Key Purpose of the Role:

- Process transport requests and provide a fleet scheduling function using the provided IT Management Information Systems, ensuring that bookings and tasks are correctly documented and administered in accordance with company procedures.
- Provide a customer service function, facilitating the receipt and issue of fleet vehicles and dealing with the customer needs.
- Carry out Aldershot ADSL fleet vehicle administration

Key Responsibilities:

- Deliver a professional transport service to the customer.
- Administer provision of transport booking service using the current and future IT fleet management systems (currently JAMES & Clarity) for fleet scheduling purposes and to facilitate additional rental service vehicle bookings when core fleet vehicle deficiencies dictate.
- Carry out Aldershot ADSL fleet vehicle administration including the company Authority to Drive process for Aldershot.
- Provide service delivery to the customer for all transport requirements in accordance with Company Working Procedures.
- To issue and receipt all vehicle types using correct documentation.
- Ensure customers have the correct licenses and permits to drive, before issuing vehicles.
- To assist with tachograph administration and data input as required.
- Liaise with contract hire repair agencies and assist with processing fleet maintenance and repair in accordance with company procedures.
- Correspond and liaise with customers regarding the provision of service.
- Close and price transport tasks after completion including fuel and mileage records.
- Administration and control of authority and company fuel cards.
- Provide cover for other customer support positions as and when necessary.
- Comply with all company & legislative Health and Safety regulations.
- Wear appropriate, issued, company uniform and Personal Protective Equipment (PPE) commensurate with the task being undertaken.
- Conduct themselves in a professional manner always as a representative of the company.
- Escort visitors or contractors on site in support of Transport Services as required.
- Clean vehicles as required.

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- Carry out other relevant duties as required by the Team Leader or Senior designated person.

Qualifications

Essential:

- Full clean category B driving licence.

Desirable:

- Category C or D Licence with Digital Tacho and driver CPC cards.
- Good H&S awareness to ensure compliance with health, safety and environmental legislation (IOSH working safely, First Aid).
- Training, or a working knowledge of bespoke MOD IT MIS's would also be advantageous.

Experience & Knowledge:

Essential:

- Experience of planning, prioritising and organising tasks.

Desirable:

- A good working knowledge and use of IT packages including Web based applications.
- Proven track record in customer facing role and demonstrates a good customer service ethos.

Skills:

- Shows an interest in business issues and activities, both internally and externally.
- Identifies customer needs and responds to them.
- Knows own career aspirations and actively works to achieve goals.
- Behaves in an open, straightforward style that sets a positive example.
- Participates as a fully effective team member.
- Applies a win-win approach in dealings with customers and suppliers.

Date:

06/10/2020