

Aspire Job Description

Job Title: Customer Service Agent **POSITION ID:** CSVA123

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

Location: Warminster Transport Services

Reports to: Depot Coordinator Warminster

Key Purpose of the Role: To provide support to the Authority customer in the delivery of the transport service and to liaise with other departments on associated issues. This involves the both the administration of transport bookings and the physical preparation and handover/takeover of vehicles.

- Key Responsibilities:**
- To undertake work in a safe manner in accordance with legislation and the companies “Safety First Always” value.
 - To adhere to the ADSL Company Health, Safety & Environmental policies and procedures.
 - Actively promote the “Safety First Always” policy by reporting all incidents / accidents to the Helpdesk, whilst ensuring the adoption of safe working practices at all times.
 - Provide a service delivery to the customer for transport requirements in accordance with Authority regulations and with company working procedures.
 - To issue and receipt all vehicles types using the correct documentation.
 - Close job requests after completion of detail including fuel and mileage records.
 - Record any defects and accident damage in accordance with company working procedures.
 - Provide cover for other service delivery positions as and when necessary.
 - Ensure driven vehicles are refuelled after details.
 - To assist on a voluntary basis with the provision of the out of hours service.
 - Carry out other relevant duties as required in direct support of the contract as required by Line Management chain.

Qualifications

Essential:

- Proven IT literacy.
- Clean UK driving licence.
- Ability to obtain Security Clearance (basic).

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Desirable:

- Completed JAMES training and has user experience.
- Completed CLARITY training and has user experience.

Experience & Knowledge:

Essential:

- Experience of working within a small team environment.
- Experience of working in a customer facing service environment.
- Previous work experience that has involved close attention to detail

Desirable:

- An understanding of military/transport processes would be an advantage.
- A basic knowledge of military type wheeled vehicles.

Skills:

- Ability to communicate at all levels.
- Identifies customer needs and responds to them.
- Recognises the importance of the customer to the business.
- Participates as a fully effective team member.
- Assists colleagues to do things in the best way.
- Completes tasks on time to the required standard and right first time.

Date: 9 September 2021