

ROLE DESCRIPTION

CUSTOMER SERVICE ASSISTANT

Our department: OPERATING/ADMIN SUPPORT

Why does the IW Steam Railway need my help with this?

Every day a committed team of enthusiastic volunteers give their time and energy to The Isle of Wight Steam Railway. Without their help, our important, beautiful, and fascinating slice of social and engineering history simply wouldn't exist. You'll be making an essential contribution towards to ongoing success of the railway.

Customer Service Assistants are one of the primary interfaces with our customers. You will be one of the first people they encounter, be it in person or taking phone enquiries. This vital role will appeal to those people who like interacting with and assisting others, to give our customers the best day possible with us.

What does the Isle of Wight Steam Railway Need a Customer Service Assistant to do?

- ✓ Greet customers on arrival at our booking offices and on entry to the railway site
- ✓ Handle phone enquiries in a consistent and welcoming manner
- ✓ Help customers navigate their way around our site, and answer questions
- ✓ Find a solution should a customer have a negative experience
- ✓ Encourage feedback from customers when they leave the site and thank them for their custom

How will I be trained and supported in this role?

- ✓ Isle of Wight Steam Railway General Introduction and Health & Safety Briefing
- ✓ Isle of Wight Steam Railway Working at Height Training
- ✓ Role specific training with mentored guidance

What can a Customer Service Assistant expect from the Isle of Wight Steam Railway?

- ✓ A warm welcome to our team, and the enjoyment of contributing to the success of railway
- ✓ Fair and respectful treatment always
- ✓ Appreciation for your efforts
- ✓ A comprehensive induction, and ongoing training and support
- ✓ Contributions towards, or supply of, clothing and any PPE necessary for your role
- ✓ References and certification of relevant in-house training to add to your CV
- ✓ A range of benefits, social events, experiences, and prize draws exclusive to our volunteer team

Suggested Minimum Hours.

One or more full days each month that we operate passenger services.

Physical Demands

Customer Service Assistants can be either office based or mobile around our site. Volunteers in this role who are unable to walk around the site or stand for long periods can be based in our office or central booking office.