



**Job Title: Transport Assistant
Permanent Full Time
Job Reference: RN 0014-18**

The Role:

Reporting to the Transport Team Manager, some of the activities that you will be responsible for include:

- Establishing and maintaining a direct relationship with rail suppliers relating to the Great Rail Journeys brand. A suitable period of training and ongoing support and guidance will be available
- Liaising with other teams in the business to ensure a seamless tour experience for customers and responding to queries about rail products and services relating to these suppliers
- Providing reliable, timely and accurate rail timings and seating information documents for the Tour Managers, Product Services, Customer Services and Sales teams where relevant
- Communicating any rail amendments or problems to Product Services, Customer Services and Sales teams when needed
- Supporting the Transport Team Manager in the operating and scheduling of rail transport
- Referring responses from customers and Tour Managers regarding rail issues and discussing these with the Rail Team Supervisor to develop an action plan to resolve any issues

The Candidate:

The successful candidate should possess the following skills and experience:

- Proven experience of working in a customer focused environment with a strong emphasis on customer service
- Able to work under pressure to meet strict deadlines whilst exhibiting excellent attention to detail
- Strong interest in travel with good geographical knowledge
- Strong customer service abilities and proven administrative skills
- A strong team player
- Capable of following written and verbal instructions and possess a clear and concise approach in verbal and written communication
- Excellent written English and numeracy skills
- Good general education and knowledge of Microsoft software packages
- Possess a methodical and organised approach to work, both individually and as part of a team
- Rail experience is a preference but not essential

Normal hours of work are 37.5 hours per week, days and times vary as per a rota.

