

Customer Service Assistant Positions

Full Time and Part Time

£14,121 - £16,383 Pro Rota + Company Benefits

c2c is looking for motivated, full-time and part time Customer Service Assistants to promote travel on c2c. There are various positions available including Ticket Office, Train Dispatch, and Gate Line. These roles are responsible for demonstrating exceptional customer service at c2c stations, ensuring that all customer (internal and external) needs are recognised and met in accordance with company standards. These roles will be based on the c2c route between Fenchurch Street and Shoeburyness.

The successful candidate will have:

- Excellent Customer Service experience.
- A good level of education, including basic Maths and English.
- A good understanding of c2c's ethics and values.
- Excellent communication skills.
- Ability to work alone and as part of a team.
- Ability to work under own initiative.
- Flexible (as these roles involves shift work)
- Approachable
- Ability to work under pressure

The role involves:

- Providing excellent customer service to c2c customers by being visible, accessible and available
- To promote and encourage the use of c2c service and facilities.
- Seek out and assist customers with special needs
- Assist with train loading – for example, passengers who may need help getting on and off trains
- Undertake other duties as directed by your General Station Manager or Duty Manager that are within your personal competence.
- Ensure, in times of disruption, that the c2c Recovery Plan is implemented.

*If you are interested in working for c2c Rail Ltd, please download an application form from the 'About Us' section of www.c2c-online.co.uk and send with a covering letter, quoting reference **CSA** to HR Dept, c2c Rail, 10th Floor, 207 Old Street, London, EC1V 9NR*



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