

Role Profile – Realtime Customer Support, Administration Assistant (Eastern Region, Operations Clerical Grade €31,133 to €33,357 two-point basic scale, Sunday hours at enhanced rate)

March 2023

<ul style="list-style-type: none">• Purpose: Three fully office-based positions in Dublin working on a team rotation basis covering the hours of 06:00 to 21:00 weekdays and 09:00 and 17:00 weekends - to monitor bus service punctuality status using the AVL monitoring systems, pushing real time notifications via social media and opt-in route email listings etc. ensuring customers can have access to the latest service information. To provide Customers Services with a live operational support contact for the very latest information about Bus Eireann services. Processing and communicating wheelchair bookings. Assisting with urgent lost property queries. Processing missing AVL data with cause codes.			
Key Responsibilities	Key Performance Indicators	C o m p e t e n c i e s	
<ul style="list-style-type: none">• Covering shifts on rotation between hours of 06:00 and 21:00 weekdays and between 09:00 and 17:00 weekends.• Monitoring route and bus punctuality status using the AVL system and pushing real time notifications via social media and opt-in route email listings ensuring customers can have access to the latest service information. To assist the Operations team as required in their endeavour to deliver best possible service quality and reliability.• Monitoring social media and responding to customer communications in real time with a range of suitable proforma responses edited to suit.• Prompt assistance relating to lost property, wheelchair space availability and other important customer queries• They will be trained to safely communicate with Drivers regarding the delivery of customer support allowing for the Service Controllers to concentrate on service control activities• Logging details of communications for analysis purposes.• Fielding urgent out of hours communication requests from stakeholders• Assist as required with provision of prompt and accurate incident reporting and RTPI updates.• Assist with Lost Kilometre cause code processing.• Assist in the compilation of Periodic and Quarterly Operations Performance reports for internal and external stakeholders.	<ul style="list-style-type: none">• Proactive service status monitoring• Accurate customer communications• Prompt query response• Data reporting quality• Standard operating procedure compliance• Wheelchair booking success rate• Cause code process deadlines	Skills & Knowledge	Key Behaviours
		<ul style="list-style-type: none">• Relevant customer facing experience• Relevant administration experience• Team working experience• Ability to work off own initiative• Appreciation of bus industry regulatory constraints• Appreciation of NTA contract performance requirements• Track record of delivering results• Ability to work in Word, Excel, PowerPoint and other software packages	<ul style="list-style-type: none">• Organizing and Executing Planning, prioritizing & organizing work and resources so as to bring about execution• Customer and Business Focus Meets and exceeds the needs of ext. & int. customers• Commitment & Motivation Accepts responsibility for achieving goals & objectives.• Applying Expertise & Technology Maximises technology to improve performance.• Communication Ability to communicate clearly via AVL text and voice mode• Resilience Always maintains a stable performance.
Dimensions: Reporting to AVL Control Centre Manager.			

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Duty Times and Proposed Roster

Shift	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Early	na	06:00 14:00	06:00 14:00	06:00 14:00	06:00 14:00	06:00 14:00	na
Late	na	13:00 21:00	13:00 21:00	13:00 21:00	13:00 21:00	13:00 21:00	na
Mid	09:00 17:00	09:00 17:00	na	09:00 17:00	09:00 17:00	na	09:00 17:00
1	Rest	L	L	L	L	L	Rest
2	M	M	Rest	Rest	M*	M*	M
3	Rest	E	E	E	E	E	Rest

*Middle shift changes to Early or Late if not covered