

TRAVEL INFORMATION TEAM FIELD OPERATOR

Purpose: Work as part of Bus Éireann's Travel Information team, supporting the Travel Information Manager in ensuring that customers can access accurate travel information at bus stops, at stations and online.

Key Responsibilities	Key Performance Indicators	Competencies	
		Skills & Knowledge	Key Behaviours
<p>Support the Travel Information Manager to deliver accurate travel information for customers, including:</p> <ul style="list-style-type: none"> Travel country to liaise with contractors and local authorities on infrastructure projects as required Inspect work carried out by contractors around country Ad hoc maintenance of infrastructure and posting of travel information around country Carrying out PTIMS surveys i.e. surveying routes and updating infrastructure database as required Co-ordinating audit and maintenance activities for bus stop infrastructure Co-ordinating the remedial replacement of travel information at bus stops and stations and relevant bus stop infrastructure Investigate queries raised by team members at locations as required Act as mobile Travel Information Team member and support team with projects where site visits necessary Any other duties as required by the Travel Information Manager and Head of Customer Experience 	<ul style="list-style-type: none"> Successful delivery of the Service Level Agreement requirements related to the posting of travel information and the maintenance of bus stop infrastructure Successful delivery of the Annual Work Programmes 	<ul style="list-style-type: none"> Strong attention to detail, with high standard of written English Excellent communication skills Ability to work with and learn new IT systems and tools Proficient in MS Office Applications. Proficiency in written Irish is desirable Full clean Irish driver's license is essential. 	<ul style="list-style-type: none"> Collaboration and respect – Works well with others Customer First – Meets customer needs and looks for ways to improve the customer experience Forward thinking – Looks to the future and plans ahead Performance – Delivers a high level of performance Safety – Works safely and takes ownership of their own safety Flexibility – Able to be flexible with working hours as necessary
<p>Dimensions: Reports to the Travel Information Manager. Member of Customer Experience Team. Works closely with local service delivery and operations managers.</p>			

HR – June 2022