



## Job Description

<b>Job Title:</b>	Customer Service Agent - Pier Crew
<b>Company:</b>	City Cruises (Cherry Garden Pier, Cherry Garden Street, London SE16 4TU) www.citycruises.com
<b>Department:</b>	Commercial
<b>Location:</b>	1 of 4 Satellite Piers (Tower Pier, Westminster Pier, Greenwich Pier & Waterloo Pier)
<b>Reporting to:</b>	Pier Manager

### About City Cruises

City Cruises plc is the leading operator of passenger services on the River Thames, carrying in excess of two million people annually on its extensive sightseeing, entertainment and charter services. Based at Cherry Garden Pier, City Cruises operates sixteen revenue earning passenger-carrying boats, along with a small fleet of support vessels and barges.

### Main Purpose

- Ensure that high standards are achieved both in the organisation of the pier and the customer service experience of the passengers. Provide our visitors with the best service possible in terms of ticket handling, customer relations and providing information about City Cruises services.
- At the ticket window - Provide information and advice on products, sell tickets accurately, and direct public to boarding areas.
- On the Brow - marshal the passengers to the correct waiting point and view, scan and collect tickets from passengers boarding the vessels.

### Principal Responsibilities

- To follow company Health and Safety procedures and ensure that the Health and Safety of all our passengers is protected at all times and inform your line manager of any incident or near miss
- To provide information for the passengers in a professional, polite and helpful manner
- To ensure that the highest level of customer care is shown at all times to ensure a clean, comfortable and safe environment for all our passengers
- To acknowledge and promote the company culture
- To account for all cash handling and credit card payments accurately and in accordance with company policy and procedures
- To welcome all passengers to the pier and assist with their needs
- To assist the crew with passenger boarding and counting
- To ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties
- To report all deficiencies in the maintenance of equipment to the pier manager
- To ensure the security of all company property at all times
- To undertake training as required by management



- Accurately record all ticket sales through EPOS system
- Advise manager of any irregularities or concerns with till operation or other EPOS equipment
- Advise pier manager of any concerns with any passenger conduct
- To use the Haven system efficiently and accurately, in accordance with company's policy and procedures
- To check all tickets to ensure passengers have a valid ticket to travel to/from their destination by scanning or collection
- To ensure all passengers without valid tickets are directed to the ticket office to purchase their required ticket
- Collect all bus tickets and process tickets accurately using established procedures to protect company revenue
- Open and close the gates and to show the passengers to the entrance of the boat (with the permission of the crew)
- Record passenger numbers on the browman passenger numbers sheet
- Ensure crew are communicated with on, any issues or concerns with passengers and any special needs of passengers that are observed/highlighted while in the queue
- To follow the correct absence reporting procedures at all times to your line manager
- To arrive at work on time as agreed by the management team and to finish at the allocated duty time or appropriate time given by the manager

### **Person Profile**

#### **Educational Level/Qualifications**

- Educated to GCSE level or equivalent

#### **Experience/Knowledge**

##### **Required:**

- Experience of working with large number of customers at once
- Customer facing role

##### **Desirable:**

- Retail background
- Worked in a sales environment
- At least 12 months work experience
- Hospitality experience
- Knowledge of the Travel & Tourism industry
- Knowledge of a second language

#### **Personal Skills**

##### **Required:**

- Perform great customer service
- Respect your colleagues and City Cruises customers
- Act with integrity at all times
- Deliver excellence through profit, customer satisfaction and living our City Cruises values



- Work with empathy
- To exhibit a professional attitude at all times
- Smart/Well presented
- Polite
- Excellent communication skills and highly organised
- Sales driven
- Customer focused
- Calm and able to work well under pressure
- Excellent numeracy and literacy skills
- Reliable
- Is able to work under direction
- To be flexible in carrying out your duties at any of the company's locations, offices or departments and fulfill other tasks that fall within your post as required
- Demonstrates a "Right First Time" attitude

**Desirable:**

- Company focused
- Self motivated
- Willingness to learn and progress
- Able to work to own initiative
- Problem solver
- Can speak a 2<sup>nd</sup> language
- Good mentoring skills

If you believe you are suitable for this position please email your CV stating what position you are applying for to [connorc@citycruises.com](mailto:connorc@citycruises.com)

NB. Please note that due to the high volume of applications we expect to receive you will only be contacted if you are shortlisted to the next stage of the recruitment process.