

**Job Title:** Station Assistant (Multi-Functional)

**Reports to:** Duty Station Manager

### **JOB PURPOSE**

To assist in the safe supply of an efficient and high quality customer service at any station within a specific group.

### **KEY REPONSIBILITIES / TASKS**

Provide a high standard of customer service by:

- Maintaining a presence on strategic areas of the station e.g. booking halls, platforms, circulating areas
- Consistent vigilance looking for regular proactive personal contact with the customer to give advice and assistance as necessary, appreciating individual needs e.g. children, elderly, disabled, pregnant women, etc.
- Ensuring accurate, up-to-date, appropriate customer information is provided by all means available including PA, notices and face-to-face communication
- Providing a helpful and speedy response to all customer problems. enquiries and complaints, seeking senior staff assistance whenever necessary
- Attending automatic gate lines and barriers to help customers, deal with ticketing problems and maximise revenue by preventing fraudulent travel

Ensure the safety and security of customers, LUL staff, contractors, tenants and visitors by:

- Taking action to prevent potentially dangerous and loss making situations from occurring
- Watching and listening for dangerous situations, safety hazards, adverse weather conditions and alerting senior staff as necessary
- Report any defects, safety hazards, security and potentially dangerous situations to the Station Supervisor
- Implementing and assisting with station evacuation fire drills and detaining where necessary.

Ensure all station equipment and facilities are functioning correctly and are in a presentable state by:

- Remedying and / or reporting faults
- Carrying out inspections at prescribed intervals as instructed by supervisory staff
- Identifying any areas worthy of inspection at regular intervals and report accordingly.

Minimising service disruption and lost time as required by:

- Attending to platform(s) to assist with the boarding and alighting of passengers from trains minimising dwell times and ensuring safety is maintained
- Ensuring train departure times and service intervals are maintained by assisting with trains and station related incidents e.g. passenger accidents
- Ensure effective speedy turnarounds of trains
- Liaising with signal, control and other functions to report incidents and defective equipment
- Pass information to and from train operators as necessary further acting as hand signalman as directed.

Operate, check and inspect station equipment as directed by a supervisor and report defects (subject to licence held); including

- Lifts, escalators, UTS gates, PA systems, Section 12 equipment, emergency equipment etc

**Where licensed to run a ticket office and required to do so:**

- Answer customer requests for product information - ticket types, prices, journey plans, etc
- Maintain two way contact with the N.C.C. understanding the role it plays
- Issue customers with the most cost effective ticket for their journey that meets their needs and ensure all customers entering the system have a valid ticket
- Process cheques and credit cards, etc and receive and account for cash
- Issue correct change
- Ensure ticket office records and logs are correctly completed and processed
- Collect excess fares if appropriate
- Ensure adequate stocks of tickets etc are available
- Complete and balance daily summary of accounts
- Empty ticket machines, count money and bag up for collection by security staff
- Ensure that money and cheques are secured in ticket office safe
- Ensure cash is correctly handed to security company that is authorised to collect it
- Provide and maintain efficient POM, ticket selling service, maintain change giving status of machines
- In the event of any equipment failure ensure that corrective action is taken e.g. notify relevant report centres
- Ensure that the security of the booking office suite is maintained e.g. ensure keys are securely held

## **KNOWLEDGE, SKILLS AND EXPERIENCE**

Good communication skills so that both written and verbal information is understood by customers and staff

Will be expected to understand the importance of providing good customer service and the necessity to provide a quality service, including smart appearance and uniform properly worn.

Thorough understanding of emergency procedures and how to act calmly in emergency situations

Obtain the basic skills licence for Station Assistant and other licences for a particular location, which are determined as necessary e.g. Section 12, lifts, and escalators

Be able to conform to LUL policies on smoking, alcohol, drugs and attendance to duty

A good understanding and knowledge of the LU system its products plus key local information.

## **RESPONSIBILITY FOR ASSETS**

Responsible for the safety of customers, staff, tenants, visitors and contractors.

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