

Role profile

Title	Travel assistant / general duties operative
Function	Operations
Department	Operations
Location	O'Connell Street
Reports to	Access Officer / Operations Executive

Role and purpose

- Supports policies on accessibility and ensures high quality accessible service and compliance with disability legislation.
- Carries out customer support work as outlined in Travel Assist programme.
- Work as part of the overall Travel Assistant team to ensure day-to-day running of the department.
- Comply with all relevant Data Protection legislation
- Comply with all Quality, Environmental, Energy, Sustainability, Health and Safety policies and procedures
- Foster good relationships with employees and relevant personnel in own area of responsibility, with Trade Unions, other departments of Dublin Bus and CIÉ Group of Companies and with relevant external agencies and stakeholders

Working relationships with

Operations department team

All Dublin Bus departments and depots

CIÉ Group of Companies

External agencies, suppliers, organisations, and members of the public

Customer user groups

Service users

Areas of responsibility

Accessibility

- Consult with customers to develop a programme to meet customer travel needs.
- Ensure all internal and external customers are dealt with in a courteous and professional manner.
- Support and encourage customers with travel needs to gain confidence and familiarity with using public transport services so as to enable independent living.
- Respect the privacy, dignity and needs of individual customers.

- Ensure the highest levels of confidentiality and professionalism in all aspects of work.
- Understand communication issues in relation to interacting with customers
- Keep up to date with disability legislation and ensure Company policies and procedures are followed
- Work with customers who have a variety of disabilities

General

- Other duties applicable to position as agreed with management
- Provide cover for other employees when required

Competencies

The following competencies represent the set of knowledge, skills and abilities required for the position.

Resilience

- Ability to react quickly and calmly in emergency situation and adopt an effective course of action within established guidelines.

Interpersonal skills

- Listens and empathises with other peoples' needs and concerns and demonstrates sensitivity and tact.
- Communicates effectively in the English language, written and spoken, as appropriate to the requirements of role.
- Ability to interact effectively with others and maintain good working relationships both internally and externally

Flexibility

- Open to change, new ideas and new ways of working.
- Can adjust to changing tasks and priorities and new situations.

Customer service / focus

- Interacts well with all customers and understands customers' needs.
- Works closely with customers and customer groups, regularly inviting feedback and suggestions.
- Ability to understand and respond appropriately to customers with physical and emotional needs

Other requirements

- Specific knowledge of issues relating to customers with disabilities
- Garda Vetting is required for this role