

JOB DESCRIPTION

JOB TITLE: Operations Administrator
REFERENCE: TBC
GRADE: 4
RESPONSIBLE TO: Operations Officer

JOB PURPOSE

To work within the company operations team providing administrative support ensuring the efficient 'delivery' of passenger transport.

MAIN RESPONSIBILITIES

NO.		APPROX % (min 5%)
1	Provide general administrative support which includes responding to telephone calls and maintaining accurate data using Microsoft applications and specialised transport management systems.	30%
2	Receive and respond to enquiries with tact and diplomacy from various parties including the public, transport operators, schools, Cheshire East Council contacts.	30%
3	Assess requests for transport services so that client needs can be met efficiently and quickly.	10%
4	Accurately plan and dispatch details of transport arrangements to relevant parties.	25%
5	Carry out surveys e.g. to monitor the level of passenger usage on transport services to help management plan a cost effective service.	5%
<p>Notwithstanding the detail in this job description, in accordance with the Company's Flexibility Policy the job holder will undertake such work as may be determined by the Senior Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Borough of Cheshire East.</p>		