

JOB DESCRIPTION

MACCLESFIELD

OPERATOR

RADIO

CARS

Responsible to:	Operations Manager.
Responsible for:	Dealing efficiently with bookings by telephone, fax and email ensuring that Service Levels are achieved
Salary:	£7.00 per hour
Hours of Work:	Days Days/Nights/Weekends. (Choice of shifts)
Flexibility:	Full and Part-time work available including Saturdays and Sundays.
Requirements:	A good geographic knowledge of the local area. Aged over 25 years of age and under 65 years of age. A flexible attitude to work as we trade 7 days a week 365 days a year. Basic computer skills.
Assistance/Training:	Training and guidance will be given for a minimum 3 months as the position is demanding. All operators will undertake an induction process before working a on their own.

Duties include:

Acting as first point of contact with our customers by answering the telephone, responding to callers in the office, dealing with fax and email bookings. Taking credit card bookings.

Liaising with drivers by planning, allocating and pricing work, communicating via 2-way radio and monitoring flight information for airport work.

Responsibilities include:

Customer service levels are achieved and client expectations are met (or exceeded)

Required level of local knowledge is reached quickly and developed.

Systems and aids provided are used and understood.

All scheduled work allocated is completed in a prompt and efficient manner.

High standards of communication are maintained at all times.

Skills/Attributes Required:

Proven people management skills

Excellent communication skills.

Flexible attitude to work.

Self Motivated.

Must be smart and presentable.

APPLICATION FORM

Post applied for		How did you hear of this vacancy?	
Mr/Mrs/Ms/Ms	Surname	Forenames	
Address	Gender	Date of Birth	
	Home Telephone	Mobile	
	Nationality	Do you need a work permit? YES/NO	
	Do you hold a clean Driving Licence? YES/NO If no, please give details:		

Education, Qualifications & Training

School/College/University/Company	From	To	Examinations Taken Results - Grades

Employment History

Name and address of Employer And Type of Business	Dates (month/year)	Position Held	Reason for Leaving
	From To		
Brief description of duties			
	From To		
Brief description of duties			
	From To		
Brief description of duties			

Referees

Please give details of two referees, one of which should be your present/last employer:

Name: Address: Tel:	Name: Address: Tel:
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May these references be taken up without any further authorisation from you? YES/NO

I confirm that the above information is correct to the best of my knowledge

Signed _____ Date _____

Please return to:
Macclesfield Radio Cars, 105 Chestergate, Macclesfield, Cheshire SK11 6DP