

Traffic Officer - Nights

Skills Group, Head Office Bulwell Nottingham

Our Vision

Our mission for Skills is to be the most successful Bus & Coach operator in the UK, setting industry leading standards and recognised as having the “Best Drivers in the World”. We strive to delight our customers with our passenger transport solutions and holiday programs improving each journey one at a time. With our carefully selected and highly trained staff that is vibrant, age diverse, highly motivated and focused along with our modern, impeccably presented fleet we achieve consistently ambitious standards of customer service. Always exceeding to ensure that we are the number one choice for holidays and passenger transport solutions across the East Midlands.

About the Role

We are currently recruiting for a Traffic Officer in our Operations Team who will be responsible for overseeing the day to day operation to drive our workforce to maintain a high standard of customer service. Key responsibilities include delivering the operational strategy delivery of the Groups, day hire, contracts, tours, National express, feeders operational paperwork with uploading our duty boards and loading charts. You will be responsible for the allocation of equipment to our workforce and the control of stock. You will partner and work closely with our engineer department, Drivers, Allocating officers and liaison with our insurance department. Looking at timekeeping absents records and allocation of work ensures we are organised with structured handovers.

Qualifications, Skills and Background

- Strong Problem-Solving capability's and be adaptable under pressure
- Quality Focus with Drive and motivation to work in a team and individually
- Organise and monitor incoming calls and outgoing excel data and the process flow
- Desire to work in an exciting Process driven team to lead Improvement with rapid change
- An Open-Minded Quality Approach with a methodical method
- Excellent Communication skills with an analytical approach
- Ability to handle conflict with resolution and be customer focused
- Lead with drive and passion to investigate situations and empower our business

- Ability to retain and process large amounts of technical information
- Ability to use initiative with time management deadlines
- Confident with the latest technology, Basic IT Skills Essential for Word, Outlook, SharePoint and Excel

Desirable

Car and PCV driving license holder Previous experience of software such as Distinctive systems coach manager, Roseville systems T3, True tac, True time Odyssey Fuel management system, Webfleet tracking software from tom-tom, Traffilog tracking system and Alcolock

Salary Expectations

This position is a fixed day shift Rota system of (4 days on/4 days off) the shifts are 12 hours to be worked around the flexibility of the business. The salary is £23,000 per annum with 20 days holidays.