

Job Title: Customer Relations Team Leader	
Purpose: Lead Nexus Customer Relations CRM Team	

Person Specification

Date:

Essential Criteria

EDUCATION	
GCSE in Mathematics and English	Application Form/ Certificate
Leadership qualification	Application Form/ Certificate
SPECIFIC KNOWLEDGE	
Good working knowledge of public transport network and ticketing schemes	Application Form/Interview
Detailed knowledge of Tyne and Wear smartcard schemes	Application Form/Interview
Good working knowledge of data protection legislation, organisational policies and working practices	Application Form/Interview
Sound working knowledge of CMS software	Application Form/ Interview
SKILLS & COMPETENCIES	
Listening and communication skills	Application Form/Interview
Organisational and planning skills	Application Form/ Interview
EXPERIENCE	
2 years operational customer service team leader experience	Application Form/Interview