

Job Title: Customer Relations Assistant Purpose: To Act as first point of contact for all written and verbal enquiries on behalf of Nexus, providing excellent customer service and support. Produce all smartcards, provide assistance to customers as required. Safety Rating: Not Safety Related	
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Remuneration: Salary Band 2

1. Principal areas of responsibility

- 1.1 Receive and respond to all customer contact, in accordance with agreed written correspondence standards and Nexus Complaint Handling Procedure.
- 1.2 Liaise with colleagues across the organisation to obtain information required to resolve complaints and enquiries within performance targets.
- 1.3 Answer inbound calls as a first point of contact, in accordance with agreed call handling standards.
- 1.4 Provide effective feedback on customer complaints and enquiries to drive service improvements.
- 1.5 Produce all Nexus commercial smartcards, permits and concessionary products in accordance with scheme rules.
- 1.6 Use relevant systems to assist with customer enquiries and process refunds in line with product business rules.
- 1.7 Handle card-production enquiries, ensuring a high level of customer care.
- 1.8 Reconcile monies to be banked, ensuring all protocols are followed in accordance with audit guidelines.
- 1.9 Process incoming and outgoing mail.
- 1.10 Undertake administrative duties including stock ordering, invoice processing and general support.
- 1.11 Schedule appointments and assist customers with face-to-face appointments for lost property.
- 1.12 Receive, log and process lost property in accordance with audit guidelines.

2. Dimensions

2.1 Communications

- 2.1.1 Adhere to agreed departmental standards for verbal and written communication in all correspondence.
- 2.1.2 Communicate effectively with internal and external customers to ensure business objectives are met.
- 2.1.3 Ensure that communications adhere to all relevant data security legislative requirements.

2.2 Decision Making & Problem Solving

- 2.2.1 Take ownership of CRM cases and use initiative to reach satisfactory outcomes.
- 2.2.2 Maintain an excellent working knowledge of Complaint Handling Procedure, Nexus policies, smartcard product rules and card management systems.

2.3 Initiative & Independence

- 2.3.1 Plan and organise workload to meet personal and departmental objectives.

2.4 Resources

- 2.4.1 Accurately input, maintain and process customer information, personal data and feedback within Nexus departmental systems, ensuring records are kept up to date, customer issues are handled effectively, and confidentiality is maintained at all times.
- 2.4.2 Produce smartcards using card management systems.

2.5 People

- 2.5.1 Maintain effective working relationships with internal and external customers.

2.6 Health & Safety

- 2.6.1 Responsible for the health, safety and welfare of yourself and others within the organisation.
- 2.6.2 Ensuring compliance with all relevant company health and safety standards and policies where relevant and appropriate.

3. Statutory Duties

- 3.1 Perform any other duties as required commensurate with the level of the post.

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Job Title	Customer Relations Assistant
Job Evaluation date	8 July 2026
Grade	Band 2
Compiled by	Julie Balmain

Validated by	
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Document Change Log: Summary of document changes			
Date	Version	By	Summary of Changes

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