

## Position: Tram Conductor

## Location: Nunnery Depot, Sheffield

We currently have a new opportunity for Conductors within our Customer Service Department. We are looking for people with a professional approach who would take pride in providing an outstanding service for our customers. Flexibility and reliability are essential attributes.

You can expect many different challenges in the role, and it's not just about collecting revenue. At Supertram we are committed to Safety and delivering outstanding Customer Service at all times. You should have a proactive approach to helping manage any disruption. Your communication skills will play a vital part as a Conductor where you will be expected to keep our passengers informed at all times.

### Hours:

Because we provide a transport service to the public, it's not a 9-5 job. We need you to be able to deal with the varying shift patterns that can start and finish at any time between 5am and 1am, plus also work weekends and bank holidays too. You will need to be flexible and ready to adapt at short notice. The working week averages 37 hours.

### Requirements for the Role:

- A previous customer service role is essential
- Be willing to work irregular and unsociable shift patterns
- Meet the necessary medical requirements of the role
- Ensure that a professional image of the company is demonstrated at all times
- Adhere to compliance requirements in all areas of operational activity, company policies and procedures
- Manage conflict situations that may arise while on duty on tram
- Maintain a level of cash control in line with company policy
- Communicate effectively and in a friendly manner with both customers and staff
- Have a commitment to delivering great Customer Service.

If successful: The successful candidate would enjoy a salary of £20,223.07 p.a. and undertake a comprehensive training programme to cover their needs. Other benefits include free travel for you and your partner on all Stagecoach services, optional pension scheme and death in service benefit.

### Interested?

Download an application form and email it to: [supertram.jobs@supertram.com](mailto:supertram.jobs@supertram.com)

Alternatively, post it to: **Recruitment, Stagecoach Supertram, Nunnery Depot, Woodbourn Road, Sheffield, S9 3LS**

If you need any further information, email us at: [supertram.jobs@supertram.com](mailto:supertram.jobs@supertram.com)

