****

**COMMUNITY TRANSPORT GLASGOW**

**TRANSPORT CO-ORDINATION CENTRE – DISPATCH OPERATOR**

**Salary:** £15,500 per annum, **Hours:** 36 per week, **Contract period:** Initially to March 2020

Do you want to be part of something innovative at its inception, have good customer service skills and want to assist people in being able to get out and about? If you are up for the challenge then we’d love to hear from you.

Community Transport Glasgow (CTG) is establishing and piloting a Transport Co-ordination Centre. The Co-ordination Centre will improve the transport scheduling of CTG’s transport solutions as well as acting as a transport hub, in partnership with key stakeholders such as the NHS. This will better co-ordinate transport requirements that will improve the use of transport resources and reduce duplication of trips.  This will provide a single point of contact for the booking and scheduling of journeys.

Therefore we are recruiting Dispatch Operators to be part of our team to take this innovative transport project forward. In this role you will be responsible for taking calls and scheduling transport for passengers.

CTG is a charity and was established to deliver of high quality, reliable, accessible transport to the communities of Glasgow and East Dunbartonshire. We are embarking on a new strategy that will support and enhance the transport solutions we provide. We will be diversifying the activities of the organisation through developing, establishing and piloting innovative projects, including the Transport Co-ordination Centre.

Customer service is at the heart of everything we do, so to join us, you must love helping people. You will need to be able to get on with everyone and provide a fantastic service with a positive can do attitude. It is important that you are someone your customers and colleagues can always rely on. A great communicator who can think on your feet, take action to resolve problems and look after all those small details that make a big difference.

To receive an application pack please telephone us on 0141-778-2042 or e-mail [projectofficer@ctglasgow.org.uk](mailto:projectofficer@ctglasgow.org.uk)

Closing date: Wednesday, 23 January 2019

Interviews: Thursday, 31 January 2019