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Arriva Group Internship For Customer Service Representative 2025

Description

Join Arriva Group, a leading transport services provider, as a Customer Service Representative. This role is pivotal in delivering exceptional service to our customers, ensuring a seamless travel experience. As part of our dynamic team, you will be the face of Arriva, embodying our values of innovation, reliability, and customer satisfaction.

Responsibilities

- Provide timely and accurate information to customers regarding services and schedules.
- Handle customer inquiries and resolve any issues with professionalism and efficiency.
- Collaborate with team members to enhance customer service strategies.
- Maintain detailed records of customer interactions and follow-up actions.
- Contribute to continuous improvement initiatives aimed at enhancing customer satisfaction.

Qualifications

- High school diploma or equivalent; additional education in customer service or related fields is a plus.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.
- Ability to work in a fast-paced environment and manage multiple tasks simultaneously.

Job Benefits

- Competitive salary and comprehensive benefits package.
- Opportunities for professional development and career advancement.
- A supportive work environment that values innovation and teamwork.
- Access to employee assistance programs and travel discounts.

Experience

- Previous experience in customer service or a related field is preferred.
- Familiarity with the transport industry and service operations is advantageous.

Skills

- Proficient in using customer service software and Microsoft Office Suite.
- Strong organizational skills and ability to work independently.
- Positive attitude and a commitment to providing excellent customer service.

Hiring organization

Arriva Group Internship

Employment Type

Full-time, Intern

Duration of employment

6

Industry

Truck Transportation

Job Location

Durrham, England, United Kingdom,
DH1, Durrham, England, United Kingdom

Working Hours

8

Base Salary

10

Date posted

June 24, 2025

Valid through

18.08.2028

Contacts

To apply for the Customer Service Representative position at Arriva Group, please submit your resume and a cover letter outlining your relevant experience and why you are interested in joining our team. Applications can be submitted through our careers portal on the Arriva Group website. We look forward to welcoming proactive and enthusiastic individuals to our team who are ready to contribute to our mission of delivering outstanding transport services.