**PERSON SPECIFICATION**

**POST:** Full Time Customer Service Advisor **GRADE**: 2

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| ESSENTIAL REQUIREMENTS | **Assessment Criteria** |
| **Skills** |
|  | Able to demonstrate the ability to communicate and handle enquiries from the customer correctly | AF/I |
|  | Basic literacy & numeric skills | AF/I |
|  | Attention to detail | AF/I |
|  | Ability to meet deadlines | AF/I |
|  | Ability to work without close supervision | AF/I |
|  | Able to work as an efficient member of a team | AF/I |
|  | Be able to use Microsoft Office & email | AF/I |
| **Knowledge & Experience** |
|  | Dealing with telephone and face to face enquiries | AF/Certificate |
|  | Cash handling | AF/Certificate |
|  | Experience of cash till operation | AF/Certificate |
|  | Hold a clean full UK driving licence | AF/Certificate |
|  | Knowledge of customer care and techniques and their implications | AF/I |
| **Other** |
|  | Willingness to undertake future training; and ability to adapt to new systems/ ways of working | I |
|  | Able to work unsocial hours | I |
| DESIRABLE REQUIREMENTS | **Assessment Criteria** |
| **Skills** |
|  |  Able to do accurate, simple mental calculating | AF/I |
| **Knowledge & Qualifications** |
|  | Experience of stock control procedures / finances | AF/I |
|  | Use of switchboard | AF/I |
|  | Six months reception work | AF/I |
|  d. | Completion of banking reconciliation sheets |  |

**NOTE TO APPLICANTS:**

Please demonstrate in your application on how you feel you meet the above requirements

**KEY:** I = Interview, P = Presentation, C = Certificate, AF = Application Form