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| **SERVICE** | **Corporate Resources – Customer Centric Services** | **SECTION** | **Customer Services** |
| **POST** | **Customer Service Advisor – Contact Centre** | **- POST NUMBER** | **TBC** |
| **GRADE** | **E** |  |  |

| PERSONAL ATTRIBUTES REQUIRED | ESSENTIAL (E)  OR  DESIRABLE (D) | HOW  ASSESSED |
| --- | --- | --- |
| Qualifications | | |
| 1. Professional qualification e.g. NVQ in Customer Services level 2 or above 2. Further Education qualification | D  D | AF/C |
| Experience | | |
| 1. Minimum of 12 months experience dealing with enquiries in a customer services environment. | E | AF/I |
| Knowledge, Skills & Attributes | | |
| 1. Ability to respond quickly and positively to customer enquiries | E | AF/I |
| 1. Ability to deal effectively with customer complaints and difficult situations. | E | AF/I |
| 3. Ability to work to agreed procedures and to quickly learn and apply new procedures. | E | AF/I |
| 4. Ability to use initiative and work with the minimum of supervision. | E | AF/I |
| 5. A commitment to delivering high quality customer services. | E  E | AF/I |
| 1. Excellent communication and interpersonal skills 2. A good knowledge and understanding of council services. | D | AF/I |
| 1. Ability to work flexibly across the hours of business. 2. A commitment to continual personal development | E  E | AF/I |
| 1. A commitment to complete all online training and development requirements associated to the post. | E | AF/I |
| 1.Manage and protect customer data in accordance with General Data Protection Regulations . | E | AF/I |
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**Assessment Methods Key:** AF – Application Form

C – Certificates

I – Interview