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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)ORDESIRABLE (D) | HOWASSESSED |
| --- | --- | --- |
| Qualifications |
| 1. Professional qualification e.g. NVQ in Customer Services level 2 or above
2. Further Education qualification
 | DD | 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.  | EE | 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
 | EE | 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