



Person Specification			
<b>Post title</b>	Customer Services Assistant	<b>Grade</b>	D / SCP 5-6 / £25,583 - £25,989 per annum

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Recent experience working in a customer services environment	CV/SS, I
S2	Good verbal and written communication skills combined with a professional telephone manner	CV/SS, I
S3	Strong time management skills (organization, prioritization, multitasking)	CV/SS, I
S4	Ability to work flexibly and adapt positively to change	CV/SS, I
S5	Ability to build good working relationships with colleagues, customers and key clients	CV/SS, I
S6	Ability to demonstrate active listening and empathy to resolve difficult situations	CV/SS, I
S7	Ability to demonstrate energy and enthusiasm for dealing with customers	CV/SS, I
S8	Proficiency with use of computers (desktop, laptop, tablet)	CV/SS, I
S9	Proficiency with MS Office 365 (i.e, Outlook, Word)	CV/SS, I
S10	Ability to work unsupervised	CV/SS, I
S11	Demonstrate a commitment to working as part of a team in a flexible responsive manner	CV/SS, I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
<b>Communication</b>		
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view.	CV/SS, I
<b>Qualifications</b>		
Q1	Evidence of Customer Services Training	CV/SS, C

June 2024





*Knowsley Council*

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

**Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

*June 2024*

