|  |  |  |
| --- | --- | --- |
| **PERSON SPECIFICATION** | | |
| **ROLE** | **ESSENTIAL REQUIREMENTS** | **DESIRABLE** |
| **Qualifications**  (What qualifications are needed) | * GCSE Maths and English * UK Manual Driving Licence |  |
| **Experience**  (What they know) | * Previous experience of dealing with customers face to face. * Experience of having to complete paperwork * Dealing with aggressive or difficult customers | * Previous experience in a customer service environment and or similar role * Experience of having to deal with filling out complex paperwork * Experience of using IT * Experience of working for Public Sector * Knowledge of Traffic Management Act and relevant enforcement legislation and its application ideally within a council setting. * Knowledge of customer care elements of Parking Services |
| **Skills**  (What have they done) | * Reasonable standard of written communication * Good communication both written and verbal * Attention to detail * Ability to work with challenging customers in a professional manner * Self-motivated * Organised and methodical approach to work * Working on own dealing with customers * Innovative | * Knowledge of parking legislation * Ability to communicate clearly when explaining complex matters * Ability to communicate with other Council departments * Problem solving skills * Strong customer care skills * Observation skills * Ability to write short incident reports * Good motivational skills * Commitment to the Health and Safety of all operations and the teams welfare |
| **Behaviours**  (Way of thinking and Acting) | * **TEAMWORK – Achieve more by working together** * Displays the characteristics and understanding of what good teamwork is. * **INNOVATION – Seek solutions to deliver services in the best way** * Has the ability to come up with new ideas and good practice examples. * **EFFECTIVENESS** – **Focused on achieving results** * Organised, efficient, receptacle to change, good problem solving ability, and solution focused. * **RESPECT** – **Value the views and opinions of others** * Adaptable, emotionally intelligent, professional and polite manner. |  |