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| **PERSON SPECIFICATION**  |
| **ROLE** | **ESSENTIAL REQUIREMENTS** | **DESIRABLE** |
| **Qualifications**(What qualifications are needed) | * GCSE Maths and English
* UK Manual Driving Licence
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| **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

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| **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
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| **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.
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