

Harlow Council Employee Profile

Job Title: Customer Advisor **Post Number:** CH0020X

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	Minimum of six GCSE's including English and Maths at Grade A-C standard or minimum Level 4 or equivalent.	A Level standard or above. NVQ in Customer Service or equivalent.	Application Certificates
Related Experience	Good working experience of relevant front line customer service. Working under pressure in a busy customer focussed environment.	Cashiering in a 'banking' style environment, Face-to-Face enquiry and complaints handling, Call centre, Reception and Switchboard experience.	Application Interview and Assessment Centre
Special Circumstances	Willingness to accept monitoring of calls for training and quality assurance purposes. Basic Disclosure and Barring Service (DBS) check.		Application Interview
Special Knowledge, Training	Strong knowledge of Customer Care concepts. Excellent IT skills including Word, Excel and Outlook.	Health and Safety and first aid at work awareness. Understanding of CRM software. Knowledge of Local and Central Government issues.	Application Interview and Assessment Centre
Skills and Abilities	Good communication skills, both verbal and written. Ability to use initiative and discretion when handling confidential information. Ability to multi-task. Skilled in persuasion and negotiation.		Application Interview and Assessment Centre
Disposition and Attitude	Tactful and diplomatic with a caring and positive attitude. Self-motivated as well as a supportive team player. Works well under pressure Understands and is committed to equal opportunities. Flexible approach to work.		Application Interview and Assessment Centre