Harlow Council

Working together for Harlow

Harlow Council Employee Profile

Job Title: **Customer Experience Officer** **Post Number:** **CS0001X**

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	A-Level (or equivalent). 5 GCSE's grade A - C (or equivalent) including English and Maths or minimum Level 4 or equivalent.	Educated to Degree Level. NVQ in Customer Service.	Application Form
Related Experience	Sound working knowledge and experience within a customer service related field.	Project Management Skills. Sound working knowledge and experience within Local Government.	Application Form Interview
Special Circumstances	Driving licence and access to a vehicle or other suitable means of transport.		Application Form Interview
Special Knowledge, Training	Excellent IT skills including Word, Excel and Outlook. Knowledge of Local and Central Government structure and mechanisms.	Understanding of CRM software.	Application Form Interview
Skills and Abilities	Committed to providing excellent Able to communicate with people at all levels. Able to write and present reports on strategic issues. Effective problem solving skills. Able to handle difficult situations tactfully. Proven letter/report writing skills.		Application Form Interview
Disposition and Attitude	Understands and is committed to equal opportunities. Able to work under own initiative. Creative thinker. Able to work to tight deadlines and cope with pressure.		Application Form Interview