STROUD DISTRICT COUNCIL
www.stroud.gov.uk

PERSON SPECIFICATION

July 2023

Job Title:	**Customer Contact Officer**
Grade:	**Stroud 3**
Responsible to:	**Customer Contact Team Leader**
Service Area:	Customer Contact Centre
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good general standard of education with a minimum of 5 GCSE (or equivalent) passes to include Maths and English, or relevant qualification/s at Level 3.

EXPERIENCE

- Experience in a frontline customer service role, with face-to-face, phone and online contact with customers.
- Some experience in a clerical/administrative role.

SKILLS & KNOWLEDGE

- Excellent interpersonal communication skills both written and verbal.
- Customer centric approach to problem
- Organised and methodical with the ability to multi-task
- Ability to quickly learn and adapt to new software applications.

PERSONAL ATTRIBUTES

- Strong team-working skills and willing to support colleagues and contribute to collective problem solving and creative thinking.
- Ability to work effectively under pressure.
- Excellent interpersonal skills and a confident communicator with the ability to build good working relationships across services.
- Confident and flexible approach with ability to deal with change and influence others.
- Ability to negotiate and resolve conflict.
- Is approachable, respectful, positive, and professional.
- Possess a positive attitude.
- A willingness to train, develop new skills, welcoming the opportunity to be at the forefront of change and improvements.
- Committed to providing excellent customer service.

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

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DESIRABLE CRITERIA

QUALIFICATIONS

- Customer Service qualification or equivalent

EXPERIENCE

- Knowledge of all services provided by the Council.
- Preferably 2 years work experience in a frontline customer facing role

SKILLS & KNOWLEDGE

- Good general education or equivalent experience
- Good written and verbal communication skills
- Experience of working with the public
- IT literate
- Ability to manage own time and workload
- Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity

SDC VALUES & BEHAVIOURS

1. **Valuing our People**
   We expect you to genuinely value people by treating them with respect, fairness, and dignity. Show us that you are committed to fostering an inclusive work environment where everyone feels valued and empowered to contribute their unique skills and perspectives.

2. **Making a Difference**
   We are seeking individuals who are passionate about public service and have a strong sense of social responsibility. Show us your commitment to positively impacting the lives of our residents and the wider community through your work. We want candidates who are dedicated to making a positive difference and contributing to the betterment of our society.

3. **Aiming High**
   We want you to demonstrate a proactive and forward-thinking mindset. Show us that you strive for excellence and continuously seek opportunities for growth and improvement. We value candidates who are willing to challenge the status quo, set ambitious goals, and pursue innovative solutions to achieve outstanding results.

4. **Being one Council**
   Collaboration, teamwork, and effective communication are essential to our success. Demonstrate your understanding of the value of working together towards shared

goals. Show us that you can build positive relationships, work well in a team, and contribute to a harmonious and cohesive work environment.