

## PERSON SPEC

POST TITLE - Customer  
Service Advisor

Post Number -

Department - Customer  
Section - Customer  
Services

Please number each item within each section and order in level of importance.

✓ as appropriate  
**Essential**    **Desirable**

### Qualifications & Training

The qualifications and/or training required to undertake the role.

NVQ Level 2 or equivalent qualification/training in customer service or commitment to complete

✓

GCSE passes in Maths and English Grade A-C or equivalent

✓

### Achievement & Experience

The level of experience/achievement required the post holder will have undertaken of the item specified.

1. *Proven experience of working with a contact centre environment*
2. *Competent in the use of IT such as Microsoft Windows, Microsoft Office (Word, Excel, Outlook) and experience of having entered and retrieved data from a customer database*
3. *Used to working in a busy customer led environment*

✓

### Knowledge

The knowledge and level of understanding the post holder must have of the item specified.

1. *Good working knowledge of customer service provision within a contact centre*
2. *Able to pass on information and advice to customers, tailoring the information to the needs of the customer*

✓

### Skills

The level of skill is required to undertake the item specified.

- |    |   |   |
|----|---|---|
| 1. | Customer Care Skills which include being able to communicate verbally and in writing with all levels of Customers | ✓ |
| 2. | <i>Excellent communication skills, confidently able to deal with members of the public and colleagues</i>         |   |
| 3. | <i>Excellent listening skills</i>   |   |
| 4. | Able to work flexibly to meet the needs of the service  |   |

#### Qualities and Attitude

The qualities and attitude the post holder must demonstrate.

- |    |   |   |
|----|---|---|
| 1. | Copes well under pressure   | ✓ |
| 2. | <i>Works well as part of a team, being sensitive to the needs of others</i>         | ✓ |
| 3. | <i>Ability to handle sensitive and emotive situations with tact &amp; diplomacy</i> |   |
| 4. | <i>Ability to work in a dynamic environment and be adaptable to change</i>          |   |

#### Other

Any other competencies required to undertake the role.

- 1.