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| **EXA PERSON SPEC**  **POST TITLE – Customer Service Advisor** |  |
| **Post Number -** |  |
| **Department - Customer**  **Section – Customer Services** |  |
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| Please number each item within each section and order in level of importance. | ü 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 |  | | ü |
| GCSE passes in Maths and English Grade A-C or equivalent | ü | |  |

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| 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* |  | ü |

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| **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 | ü |  |

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| **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. *Excellent communication skills, confidently able to deal with members of the public and colleagues* 3. *Excellent listening skills* 4. Able to work flexibly to meet the needs of the service | ü |  |

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| **Qualities and Attitude** The qualities and attitude the post holder must demonstrate. | | |
| 1. Copes well under pressure 2. *Works well as part of a team, being sensitive to the needs of others* | ü  ü |  |
| 1. Ability *to handle sensitive and emotive situations with tact & diplomacy* 2. A*bility to work in a dynamic environment and be adaptable to change* |  |  |
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| **Other**  Any other competencies required to undertake the role. | | |
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