|  |  |
| --- | --- |
| **EXA 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. | ü as appropriate |
| **Essential** | **Desirable** |
| Qualifications & TrainingThe 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 |  |

|  |
| --- |
| Achievement & ExperienceThe 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 |

|  |
| --- |
| **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 |  |

|  |
| --- |
| **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 |  |

|  |
| --- |
| **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*
 |  |  |
|  |  |  |

|  |
| --- |
| **Other**Any other competencies required to undertake the role. |
| 1.  |  |  |