

**PERSON SPECIFICATION**

<b>Post Title: Customer Services Advisor</b>	<b>Director/Service/Sector: Customer Services</b>	<b>Ref:</b>
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
G.C.S.E in Mathematics, English Language and Computer Skills grades 4-9 or A-C or equivalent.  Knowledge and understanding of effective customer care.	NVQ 3 in Customer Services.	App/Int
<b>Experience</b>		
Experience of delivery high quality customer service to internal and external customers.  Experience of working on own initiative and as part of a team.  IT literate and experience of Microsoft Officer packages	Bespoke IT packages.	App/Int
<b>Skills and competencies</b>		
Excellent communications skills (face to face and via the phone) and able to build effective working relationships with the internal and external customers.  Able to work in collaboration with internal/external services to meet the needs of customers  Flexible approach to working hours to cover peak demands in the service.  To have a positive attitude at work and create a positive atmosphere.		App/Int
<b>Physical, mental and emotional demands</b>		
The ability to work independently and within customer services operating hours.		App/Int