

PERSON SPECIFICATION

March 2019

Designation:	Customer Service Advisor
Grade:	Stroud 3
Responsible to:	Customer Services Manager
Service Area:	Customer Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

At least 5 GCSE's or equivalent, with a minimum of Grade C in English Language and Mathematics

EXPERIENCE

Previous experience in a frontline customer service role, with face-to-face, phone and online contact with customers.

Previous experience in a clerical/administrative role.

SKILLS & KNOWLEDGE

Experience in using computer systems is essential as well as a good knowledge of Microsoft Word and Excel.

Basic numeracy skills.

Good written and verbal communication skills.

PERSONAL ATTRIBUTES

Excellent interpersonal and communication skills.

Ability to maintain a calm and professional manner at all times when dealing with internal and external customers

Proactive approach to service improvement and organisational change initiatives

Willingness to train and develop as part of Continuing Professional Development (CPD)

Open and enthusiastic to taking on new tasks and responsibilities towards meeting organisational objectives

Support and be an active part of a high performing multi-skilled team

Commitment to customer care and fair access to services

OTHER

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

DESIRABLE CRITERIA

QUALIFICATIONS

Commitment to undertake the Institute of Customer Service professional qualifications as part of a corporate training programme

EXPERIENCE

Knowledge of all services provided by the Council.

Preferably 2 years work experience in a frontline customer facing role

SKILLS & KNOWLEDGE

Experience in service improvement initiatives or projects

CORE COMPETENCIES

Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant on your customer, using effective listening with the ability to persuade and influence where appropriate.

Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

Innovating

You will be able to seek better, more effective ways of delivering services.

Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

Supporting the delivery of SDC priorities

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You will be able to demonstrate an understanding of and commitment to the Council and its services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.