

Person Specification

Job Title	Customer Service Officer	Req No	FSR32
Prepared by	Gemma Barnes	Date	Jun-22
Essential Criteria – Vital requirements for the post holder			
<u>Relevant Experience:</u>			
<p>Strong Customer Service skills and customer focussed approach</p> <p>Experience of providing services to the public</p> <p>Experience of dealing with customers in challenging or difficult environments</p> <p>Experience of using technology to deliver customer services and administrative functions</p>			
<u>Qualifications/training:</u>			
Educated to GCSE/NVQ2 level or equivalent			
<u>Special Knowledge:</u>			
<p>Good communication skills to deal with a wide range of people in a confident manner</p> <p>Understanding of equalities issues and commitment to achieving equality of opportunity in service delivery</p> <p>Change oriented and quick to learn</p>			
<u>Disposition/attitude:</u>			
<p>Ability to deal directly with customers effectively and in a variety of situations, being sensitive to customer need</p> <p>Effective and committed team member who is resilient, adaptable with a positive attitude to adjust to demanding workloads and service changes</p> <p>Ability to work accurately and in a logical manner</p> <p>Take initiative within established policy and procedures</p> <p>Adaptable and flexible attitude with ability to work with minimal supervision</p>			
<u>Practical/intellectual:</u>			
<p>Excellent communication skills</p> <p>Ability to work and maintain performance under pressure</p> <p>Ability to deal with potentially difficult situations</p> <p>Decision making ability to assess customer needs and resolve problems using own initiative</p> <p>Customer centric approach to service delivery</p>			
<u>Physical Requirements:</u>			
N/A			
<u>Additional Requirements:</u>			
<p>Flexible approach to meeting future service developments</p> <p>Ability to work at multiple locations as required by the service</p> <p>Ability to work flexibly to meet the needs of the service including meetings and training out of hours</p>			
Desirable Criteria – Additional requirements relevant to the post			
<p>NVQ 3 in Customer Services or Contact Centres</p> <p>ECDL / CLAIT / IBT2</p> <p>Knowledge of services provided by HBC</p> <p>An awareness of services provided by partner agencies and organisations eg.NYCC</p> <p>Working knowledge of CRM software</p> <p>Knowledge of services delivered by Local Authorities</p>			