

PERSON SPECIFICATION

Consumer Service Adviser

This document sets out the essential abilities and qualities needed by the successful candidate for this post. When completing your application, please demonstrate your understanding and experience of the points set out below.

Qualifications & Training		
PS1	Good standard of education with strong skills in numeracy & literacy.	CV/Interview
PS2	Minimum typing speed of 35 words per minute.	CV
Experience		
PS3	At least 6 months experience of providing a high standard of customer service in a fast-paced target driven environment (Contact Centre experience desirable).	CV/Interview
PS4	Experience of listening and questioning with an ability to manage challenging situations.	CV/Interview
PS5	Experience of using IT: Microsoft Office, databases & telephony systems and of administrative procedures in a customer focused organisation.	CV
Knowledge/Skills/Attributes		
PS6	Ability to deal with all enquiries and work as a productive member of a team in a customer focused environment.	CV
PS7	Ability to retain information and apply this knowledge appropriately to the needs of the customer.	CV/Interview
PS8	Evidence of problem solving and taking ownership of problems to find a solution for the customer.	CV/Interview
PS9	Ability to communicate appropriately and effectively both orally and in writing and to provide customers with information in a clear and understandable format.	CV/Interview
PS10	Ability to work with accuracy and attention to detail with minimum supervision in a pressurised environment.	CV/Interview
PS11	An ability and willingness to work effectively and supportively as a member of a team.	CV/Interview
Special Requirements		
PS12	Understanding of and commitment to the aims, principles and policies of Citizens Advice.	CV
PS13	A good, up to date understanding of equality and diversity and its application to the provision of advice.	CV/Interview
Desirable		
D1	Ability to speak community language(s).	CV