

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.	Application Form/Interview
PS2	Minimum typing speed of 35 words per minute.	Application Form
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).	Application Form/Interview
PS4	Experience of listening and questioning with an ability to manage challenging situations.	Application Form/Interview
PS5	Experience of using IT: Microsoft Office, databases & telephony systems and of administrative procedures in a customer focused organisation.	Application Form
Knowledge/Skills/Attributes		
PS6	Ability to deal with all enquiries and work as a productive member of a team in a customer focused environment.	Application Form
PS7	Ability to retain information and apply this knowledge appropriately to the needs of the customer.	Application Form/Interview
PS8	Evidence of problem solving and taking ownership of problems to find a solution for the customer.	Application Form/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.	Application Form/Interview
PS10	Ability to work with accuracy and attention to detail with minimum supervision in a pressurised environment.	Application Form/Interview
PS11	An ability and willingness to work effectively and supportively as a member of a team.	Application Form/Interview
Special Requirements		
PS12	Understanding of and commitment to the aims, principles and policies of Citizens Advice.	Application Form
PS13	A good, up to date understanding of equality and diversity and its application to the provision of advice.	Application Form/Interview
Desirable		
D1	Ability to speak community language(s).	Application Form