

PERSON SPECIFICATION

T28 Repairs Customer Services Officer

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Numeracy and Literacy skills – to be educated to GCSE standard or equivalent or a significant level of experience relevant to the post.	E	1,3
Qualifications & Training	Customer Service Qualification – NVQ Level 2 or 3 or a willingness to study for one	D	1,3,4
Knowledge & Experience	Relevant experience in a customer services environment	E	1,3
Knowledge & Experience	Experience of delivering Local Authority Services, preferably including some of those provided by the Customer Services Team	D	1,3
Knowledge & Experience	Experience of working with others to deliver services	E	1,3
Knowledge & Experience	Experience of using ICT systems including Microsoft Office package	E	1,3
Knowledge & Experience	Understanding of and commitment to equal opportunity and diversity	E	1,3
Knowledge & Experience	Experience of working in a planning/scheduling role	D	1,3
Knowledge & Experience	A basic knowledge of housing construction, repairs or DIY	D	1,3
Skills & Abilities	Excellent verbal and written communication skills. Particularly on the telephone	E	1,3
Skills & Abilities	Professional and calm approach when dealing with challenging customers	E	1,3
Skills & Abilities	Ability to meet challenging deadlines and the needs of a demanding service within a performance management environment	E	1,3
Skills & Abilities	Ability to work under pressure to include multi-tasking	E	1,3
Skills & Abilities	Excellent planning and organisational skills including prioritising and time management skills	E	1,3
Skills & Abilities	Excellent interpersonal skills, including influencing, negotiating and diplomacy	E	1,3
Skills & Abilities	Ability to work on own Initiative and self-motivation	E	1,3
Skills & Abilities	Ability to manage change in a positive manner	E	1,3

Specification Type	Additional/changed requirements	E/D	Measure
Skills & Abilities	Ability to build and maintain good relationships to secure cooperation with colleagues and partner agencies	E	1,3
Skills & Abilities	Ability to investigate and respond to customer complaints	D	1,3
Skills & Abilities	Commitment to provide excellent customer care Service	E	1,3
Skills & Abilities	Enthusiastic with a determined can-do attitude	E	3

Car Allowance:

This post does not carry a designated car user status. This post holder will have access to a council vehicle whilst at work.

E/D:

Essential (E)

Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]