Person Specification
Parking Clerk

Part A
The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential
- The ability to process and produce high volumes of information at pace with a high level of accuracy.
- Skilled in the use of IT and in particular Microsoft Office applications, particularly Word and Excel.
- Good analytical skills to assess and interpret complex information from a variety of sources.
- Effective written and verbal communications skills.
- The ability to converse at ease with members of the public and provide advice in clear spoken English.
- Able to prioritise workload to meet strict deadlines.
- Able to handle difficult and challenging enquiries and circumstances in a professional manner.
- Committed to high standards of customer service.
- Able to work accurately with figures.
- Able to maintain confidentiality.
- Able to work on own initiative and as part of a team.

Desirable
- The ability to accurately process cash, cheques or near cash equivalents.
- Operate information technology systems, office machines and equipment as may be required in order to fulfil duties
- Experience of working on bespoke software systems.
- Knowledge of Local Government financial systems.
- A good working knowledge of Parking Regulations and legislation.

Part B
The following criteria will be further explored at the interview stage:
- Ability in interpreting and applying corporate policy and legislation in a logical and reasoned manner;
- Ability to communicate clearly and effectively in writing and by telephone;
- Experience and approach in managing workload to meet a deadline;
- Experience and competence of using Microsoft Office software systems and bespoke software systems;
- Experience and approach in dealing with challenging customer queries and behaviour in a professional manner;
- Experience of working within a team-based setting;
- Ability to work across a variety of tasks.

Additional
- Occupational Health Check
- Baseline Personnel Security Standard check