

Person Specification

Customer Service Assistant (Contact Centre)



Part A

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

Essential

- Ability to investigate and interpret customer account information
- Ability to process financial transactions and payments
- Computer literate, experience of using PCs to input and extract data
- Excellent customer service skills
- Confident in dealing with challenging customers
- Demonstrate a good standard of Maths and English
- Experience of handling large volumes of calls
- Calm whilst working in an environment where there are difficult customers
- Experience of working to tight deadlines and to targets
- Ability to manage own workloads and prioritise tasks according to the needs of the business
- Able to represent the organisation professionally when dealing with internal and external customers

Desirable

- Evidence of having experienced and embraced change within an organisation
- Display of flexibility to accommodate business needs
- Willingness to undergo additional training and personal development

Part B

The following criteria will be further explored at the interview stage:

- Capable of dealing with callers in a courteous, efficient and prompt manner
- Ability to use own initiative where necessary
- Enthusiastic and highly motivated
- Receptive to change
- Team worker, able to work with minimal supervision
- Committed to Equal Opportunities

Additional Requirements

- Clear speaking voice
- Ability to stay seated for long periods of time
- Ability to wear a headset
- Flexibility to work within a rota to cover Contact Centre opening hours 8am-6pm
- BPSS Clearance