

## **Person Specification Customer Service Officer**



### **Part A**

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

#### **Essential**

- Knowledge of building management procedures
- Knowledge of security and health and safety procedures
- Commercial awareness
- Experience of successfully motivating and leading a team
- Experience of manual moving and handling equipment and/or collections
- Experienced in use of basic audio and visual equipment
- Excellent communication and organisational skills
- Able to plan to meet visitor and operational needs
- Able to use Microsoft Office package including Outlook or other email and calendar software
- Able to respond to unplanned situations in a calm and capable manner.
- Ability to deal confidently with a wide range of people at varied levels
- Able to work on own initiative
- Committed to delivering excellent customer service.
- Committed to Equal Opportunities & anti-discriminatory practice

#### **Desirable**

- Experienced in staff scheduling and deployment
- Experience of events management
- Trading and retail experience
- Able to source and research information via the internet
- Ability to use DIY hand tools
- Available for call-outs and emergency situations out-of-hours.

### **Part B**

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

- Knowledge of security and health and safety procedures
- Knowledge of building management procedures
- Commercial awareness
- Experience of successfully motivating and leading a team
- Committed to delivering excellent customer service
- Excellent communication and organisational skills
- Able to plan to meet visitor and operational needs.
- Able to respond to unplanned situations in a calm and capable manner.
- Committed to Equal Opportunities & anti-discriminatory practice

#### **Additional Requirements**

- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
- Able to work to a roster basis including regular weekend and some evenings.
- Flexibility with regard to working hours to meet operational requirements.