

Person Specification

Customer Relationship Assistant – Local Services and Waste Management

Part A

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

Essential

- Knowledge and understanding of complaints and FOI processes
- Efficient organisational and time management skills
- Excellent interpersonal skills with a view to providing advice and guidance and dealing with difficult customers
- Knowledge of customer service processes and contact channels
- Evidence of developing information systems, processes and procedures
- Problem solving skills to achieve successful outcomes
- Able to work to challenging deadlines while being detail conscious
- Demonstrate the ability to remain calm, professional and polite in an environment where there are difficult customers
- IT skills: knowledge of Microsoft Word and Excel including entering and extracting information from databases
- Able to maintain good working relationships across service areas

Desirable

- Report writing skills
- Evidence of initiating improvements/changes to policy and procedure
- Experience in training/developing other staff on new ways of working/changes to procedure
- Experience of taking payments or handling transactions and/or accounting for income/expenditure.

Part B

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

- Essential criteria as listed in Part A
- Commitment to equalities in service delivery
- Commitment to providing a quality service to all customers
- Willingness to undertake training and development/personal development