2021 VAC 178

**Person Specification**

**Job title: Customer Service Advocate**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

|  |  |  |
| --- | --- | --- |
| **Essential Criteria** | | **Method of Assessment** |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | 1. Communicating -able to share and obtain verbal and written information and have dialogue with others either in person or over the telephone. | Interview/Application |
| 2. Listening and responding to customer needs, acting upon and processing service requests. | Application/Interview/Assessment |
|  | 4. Ensure work is carried out in an organised and effective way, including any follow up actions, so customer enquiries are resolved fully at the first point of contact. | Application/Interview/Assessment |
|  | 5. Responding to enquiries using telephone, web, email, face to face and any other communications channel that becomes available as technology and ways of working develop. | Application/Interview/Assessment |
|  | 6. Working within set policies and procedures to make sure customers have a good experience by receiving excellent customer service. | Application/Interview/Assessment |
|  | 7. Suggesting improvements to customer service, systems and procedures, to help us to continuously improve. | Application/Interview/Assessment |
|  | 8. Contributing to, developing and maintaining positive customer relationships, including managing challenging behaviour and hostility. | Application/Interview/Assessment |
|  | 9. Managing your own workload and the expectations of the customer. | Application/Interview/Assessment |
|  | 10.Logging comments, compliments and complaints in accordance with the Council’s procedures. | Application/Interview/Assessment |
|  | 12. Ensuring customer contact is in accordance with the Customer Charter and appropriate service standards. | Application/Interview/Assessment |
|  | 13. Vigour – Works at a fast pace, copes well with higher levels of workload. | Application/Interview/Assessment |
|  | 14. Customer Service Excellence – Able to delight customers, deliver high quality tailored services to meet needs and exceed expectations. | Application/Interview/Assessment |
|  | 15. Listening - Listens to others to assess requirements in order to respond appropriately and efficiently. | Application/Interview/Assessment |
|  | 16. IT Skills – Able to effectively use a computer to prepare documents, record information, input data and use IT systems to develop and maintain customer information and statistical data. | Application/Interview/Assessment |
|  | 17. Flexibility – an ability to work effectively at all times, including times of change. | Application/Interview |
|  | 18. Team working – be able to work effectively within a busy team environment, be helpful and co-operative with others. | Application/Interview |
| **Work Related Circumstances/**  **Values of the Council** | 19. Commitment to Equal Opportunities. | Application/Interview |
| 20. Compliance with health and safety rules, regulations, and legislation. | Application/Interview |
| 21. Ability to meet the travel requirements of the role. | Application/Interview |