**PERSON SPECIFICATION**

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| POST | Customer Advisor |
| **DIRECTORATE** | People |
| **DEPARTMENT** | Health and Recreation |
| **LOCATION** | South Lake Leisure Centre |

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| **FACTORS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| Qualifications  and training | * 5 GCSEs (Grades A-C) or equivalent/comparable including English and Mathematics. |  | Application |
| Experience | * One year’s experience within a Customer Service environment to include each of the following:   + Cash-handling and reconciliation;   + Dealing with the public both face-to face and by telephone;   + Use of Microsoft applications including Work, Excel. Outlook and Access. | * Sales experience | Application/  Interview |
| Key skills, knowledge  and attributes | * Excellent oral and written communication skills; * Ability to achieve positive results through influencing skills; * Ability to handle sensitive or difficult situations appropriately; * Ability to work within a team; * Ability to work on own initiative but within established procedures and guidelines. * Understanding of health and safety requirements. * Flexible approach to work demands. |  | Application/  Interview |
| Driving |  |  |  |
| Working Arrangements/  Flexibility | 37 hours per week. The post holder will be required to work outside normal hours including Bank Holidays, evenings and weekends. |  | Application/  Self-assessment |