**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 |