**PERSON SPECIFICATION**

**POST:** Customer Service Advisor **GRADE**: 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ESSENTIAL REQUIREMENTS | | | | | **Assessment Criteria** |
| **Skills** | | | | | |
|  | | Able to demonstrate the ability to communicate and handle enquiries from the customer correctly | | | AF/I |
|  | | Basic literacy & numeric skills | | | AF/I |
|  | | Attention to detail | | | AF/I |
|  | | Ability to meet deadlines | | | AF/I |
|  | | Ability to work without close supervision | | | AF/I |
|  | | Able to work as an efficient member of a team | | | AF/I |
|  | | Be able to use Microsoft Office & email | | | AF/I |
| **Knowledge & Experience** | | | | | |
|  | | Dealing with telephone and face to face enquiries | | | AF/Certificate |
|  | | Cash handling | | | AF/Certificate |
|  | | Experience of cash till operation | | | AF/Certificate |
|  | | Knowledge of customer care and techniques and their implications | | | AF/I |
| **Other** | | | | | |
|  | | Willingness to undertake future training; and ability to adapt to new systems/ ways of working | | | I |
|  | |  | | |  |
| DESIRABLE REQUIREMENTS | | | | | **Assessment Criteria** |
| **Skills** | | | | | |
|  | Able to do accurate, simple mental calculating | | | | AF/I |
| **Knowledge & Qualifications** | | | | | |
|  | | | | Experience of stock control procedures / finances | AF/I |
|  | | | Awareness of leisure industry | | AF/I |
|  | | | Six months reception work | | AF/I |
| d. | | | Completion of banking reconciliation sheets | |  |

**NOTE TO APPLICANTS:**

Please demonstrate in your application on how you feel you meet the above requirements

**KEY:** I = Interview, P = Presentation, C = Certificate, AF = Application Form