

Person Specification –Customer Services Officer

Criteria	Essential	Desirable
Relevant Work Experience <ul style="list-style-type: none"> • Customer Service • Office Administration 	<ul style="list-style-type: none"> • Experience in customer service environment • Experience of general office administration • Dealing with members of the public • Passionate about giving the highest level of service to our customers • Excellent telephone manner • To solve problems and deal with complains in a positive and diplomatic manner 	<ul style="list-style-type: none"> • Experience of working in Local Government • Experience of using and updating websites • Use of till • Experience of working within a tourism environment • Knowledge of venue hire/promotion
Work Skills <ul style="list-style-type: none"> • Customer Service skills • IT skills 	<ul style="list-style-type: none"> • Knowledge of Microsoft Office 365 to include Excel, Word and Outlook • Accurate record keeping • Ability to prioritise • Ability to work under pressure • Attention to detail 	<ul style="list-style-type: none"> • PowerPoint • Canva • Minute taking
Education and Training <ul style="list-style-type: none"> • Numeracy • Literacy 	<ul style="list-style-type: none"> • Good general education to include Maths and English GCSE or equivalent 	<ul style="list-style-type: none"> • Knowledge of financial software packages • Knowledge of booking software • Knowledge of helpdesk software
Knowledge/Skills/Abilities <ul style="list-style-type: none"> • Local knowledge • Self motivation • Abilities 	<ul style="list-style-type: none"> • Good local knowledge • Desire to help/inform the public • Positive approach • Ability to use own initiative and be a proactive team member • Positive about learning and embracing challenge and change • Ability to be flexible and have a versatile approach to work including working outside normal office hours • Ability to provide an efficient and friendly service • A high level of personal presentation and communications skills. • Punctual • Excellent written skills with the competence to quickly compose emails, articles and social media post 	<ul style="list-style-type: none"> • Interested in local issues

