

PERSON SPECIFICATION – CUSTOMER SERVICES ASSISTANT

Category	Requirement	Essential or Desirable
Qualifications	- Holds either :2 or more Higher (or equivalent) passes or an SVQ / HNC in Housing or Business Administration, or other relevant subject.	D
Experience	- At least 12 months experience in a customer service environment - Experience of using IT systems - Experience of maintaining accurate records - Experience of cash collection and recording - Experience of working with a housing provider - Experience of liaising with other agencies - Experience of receiving and scheduling day to day repairs	E E E D D D D
Knowledge	- Good knowledge of word processing and spreadsheet software, such as MS Word and MS Excel - Knowledge of Social Rented Housing Services - An awareness of Health and Safety legislation, responsibilities and implications - An awareness of and commitment to Equal Opportunities	E D E E
Skills & abilities	- Have excellent communication skills, both verbal and written - Accurate keyboard skills - Demonstrates excellent customer care skills - Able to carry out customer interviews by phone or in person, in a tactful and sensitive manner. - Able to prioritise work	E E E E E
Personal attributes, qualities and competences	- Friendly, calm and assertive manner - Uses initiative to solve problems - An enthusiastic team worker - Honesty, integrity and trustworthiness - Flexible, and able to work to deadlines	E E E E E
Personal circumstances	- Whilst the office works a flexitime system, the post holder must be available to work during normal office opening hours. - Willingness to undertake training, which may involve travel outwith Dundee. - An acceptable attendance record	E E E

Key to Method of Assessment: 'AP'= Application, 'I'= Interview, 'R'= References, "PT" =Practical test