

## PERSON SPECIFICATION – CUSTOMER SERVICES ASSISTANT

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

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