

CUSTOMER SERVICES ASSISTANT - PERSON SPECIFICATION

SELECTION CRITERIA	ESSENTIAL	DESIRABLE	HOW TESTED
Qualifications Minimum of 5 GCSE's Grades A-C (or equivalent) including Maths and English	X		Certificates
Knowledge/Experience/Skills			
A personal commitment to providing a quality public service/customer care and prepared to go the extra mile	X		Application Form Interview
Excellent interpersonal and communication skills.	X		Interview
Good knowledge and experience of the Microsoft Office package, specifically, Outlook, Word, Excel (minimum intermediate level) plus good keyboard skills.	X		Interview Test
The ability to access information and carry out research using the internet	X		Interview Test
Able to work on own initiative.	X		Interview
To be an effective team member	X		Interview
Good written communication skills.	X		Application Form/Test
Good numerical skills to undertake cashing up.	X		Interview/Test
Ability to learn quickly	X		Test
The ability to work in a calm, positive and effective manner even when under pressure.	X		Interview
Ability to take the initiative and be proactive .	X		Interview
Ability to work as part of a team.	X		Application Form Interview
Ability to prioritise your own workload in order to meet deadlines.	X		Interview
To be flexible in working additional hours and becoming involved in other areas of the Council's service.	X		Interview
An interest in the local community, knowledge of local and national tourist attractions		X	Interview