

PERSON SPECIFICATION

Consumer Service Adviser

This document sets out the essential abilities and qualities needed by the successful candidate for this post. When completing your application, please demonstrate your understanding and experience of the points set out below.

Qualifications & Training		
PS1	Good standard of education with strong skills in numeracy & literacy.	Application Form
Experience		
PS2	At least 6 months experience of providing a high standard of customer service in a fast-paced target driven environment (Contact Centre experience desirable).	Application Form/Interview
PS3	Experience of listening and questioning with an ability to manage challenging situations.	Application Form/Interview
Knowledge/Skills/Attributes		
PS4	Ability to work individually and as a productive member of a team.	Application Form/Interview
PS5	Ability to retain information and apply this knowledge appropriately to the needs of the customer.	Application Form/Assessment
PS6	Ability to communicate information effectively both orally and in writing to customers in a clear and understandable format.	Application Form/Interview
PS7	Ability to work accurately with minimum supervision in a fast paced environment.	Application Form/Interview
Special Requirements		
PS8	Understanding of and commitment to the aims, principles and equality policies of Citizens Advice.	Interview