

CUSTOMER SERVICES ASSISTANT - PERSON SPECIFICATION

POST	CUSTOMER SERVICES ASSISTANT			EVH Grade 3 (PA8) 3 days per week
CRITERIA	DETAILS	ASSESSMENT		METHOD OF EVALUATION
		ESSENTIAL	DESIRABLE	
Qualifications / Education / Training				
	National 4 (or equivalent) passes, in English and Maths	YES		Application form / Documents
Experience				
	Previous experience in a customer working environment	YES		Application form / Interview
	Substantial experience of providing front-line services to customers	YES		Application form / Interview
	Pleasant telephone manner	YES		Application form / Interview
	Experience of establishing and maintaining accurate records	YES		Application form / Interview
	General administrative duties (filing, copying, typing, taking payments etc.)	YES		Application form / Interview
	Experience of liaison with external agencies		YES	Application form / Interview

CRITERIA	DETAILS	ASSESSMENT		METHOD OF EVALUATION
		ESSENTIAL	DESIRABLE	
Skills / Knowledge				
	Competent user of Microsoft Office packages including Word and Excel	YES		Application form / Interview
	Knowledge of housing legislation, construction terms and fault diagnosis processes		YES	Application form / Interview
Personal Attributes & Qualities				
	Friendly, calm and assertive manner, able to engage with service users who may be displaying stress and anxiety, a confident but assertive approach in dealing with service users	YES		Application form / Interview
	Able to maintain deadlines despite conflicting priorities and pressured workload	YES		Application form / Interview
	An enthusiastic team worker with all colleagues	YES		Application form / Interview
	Have a positive attitude to customer service and to provide good public image of the Association	YES		Application form / Interview
	Commitment to continuous improvement	YES		Application form / Interview
	Commitment to the Association's values of open, transparent, responsive and trustworthy	YES		Application form / Interview
Other				
	Able to follow policies and procedures and adapt working practices to changes in the operational environment	YES		Application form / Interview

March 2025