



## WEST LANCASHIRE BOROUGH COUNCIL

### PERSON SPECIFICATION

<b>Job Title:</b> Customer Services Assistant	<b>Grade:</b> Scale 3	
<b>Directorate:</b> Housing and Inclusion Services	<b>Section:</b> Customer Services	
<b>Service:</b> Customer Experience		
<b>Requirements</b> <i>(on the basis of the job description)</i>	<b>Essential (E) or Desirable (D)</b>	<b>To be identified by: application form (AF), interview (I), test (T), presentation (P)</b>
<b>Qualifications</b>		
5 GCSE's grade A-C (or equivalent) including Maths and English OR sufficient previous experience in a similar job may satisfy this requirement	E	AF
<b>Experience</b>		
Knowledge & Experience of providing a customer focused front line enquiry service	E	AF and I
Experience of working with database systems to interrogate and monitor service and customer information	D	AF and I
<b>Knowledge/Skills/Abilities</b>		
Accurate keyboard and proficient computer skills in word processing, data entry and the ability to operate telephone equipment effectively	E	AF, I and T
Effective communication skills, both written and verbal with a polite, efficient and courteous manner. Able to deal sympathetically and empathetically with distressed, agitated, confused or irate customers	E	AF, I and T
Ability to undertake the role of advocate	E	AF and I
Ability to remain calm under pressure	E	AF and I
Possess a friendly and helpful disposition	E	AF and I
Ability to recognise and handle sensitive and confidential information	E	AF and I
The ability to deal effectively with vulnerable customers, hard to reach groups and citizens with a diverse/challenging background	E	AF and I
Willingness to work early mornings, evenings, weekends and out of hours to a rota as required	E	AF and I
Willingness to work from other Customer Service locations as required by the needs of the service	E	AF and I
Self-motivated, able to work with minimal supervision but also a team player	D	AF and I
Knowledge of how local authorities operate and the services provided	D	AF and I
<b>Other (including special requirements)</b>		
1. Commitment to Equality	E	AF
2. Commitment to Health & Safety	E	AF
3. Satisfactory Baseline Personnel Security Standard Check	E	Document Checks (includes Basic DBS)

4. The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	E	AF and I
<b>Prepared by:</b> Helen Morrison	<b>Date:</b> September 2019	
<b>Approved by:</b> Chris Twomey	<b>Date:</b> September 2019	