### PCC New Logo

### **EMPLOYEE**

## SPECIFICATION

|  |  |  |  |
| --- | --- | --- | --- |
| **Dept:** Community & Wellbeing | | **Section:** ICT & Customer Contact | |
| **Post No:** COIT04029 | **Designation:** Trainee Customer Service Advisor (with progression to Customer Service Advisor post) | | **Grade:** 3 (leading to Grade 5) |
| **Qualification:**  **(E**) 4 GCSE passes at grade C or above (or equivalent) including Maths and English  **(D)** NVQ in Customer Service or equivalent | | | |
| **Knowledge/Skills/Abilities:**  **(E)** To communicate effectively, both in writing and orally with a polite, efficient and courteous  manner.  **(E)** Ability to deal sympathetically and empathetically with distressed, agitated, confused or irate customers.  **(E)** To perform effectively in a team by making a full contribution and supporting colleagues (train the trainer basis).  **(E)** Ability to work under pressure with the minimum of supervision.  **(E)** Ability to interview members of the public to obtain information, negotiate payment arrangements and to provide information and advice in potentially sensitive situations. | | | |
| **Experience:**  **(E)** Good use of ICT communication software e.g. Microsoft Office Suites.  **(E)** Excellent Customer Care skills together with experience of handling challenging and   difficult situations with sensitivity whilst maintaining confidentiality, as required  **(D)** Dealing with members of the public in a Local Authority or similar environment.  **(D)** Knowledge of services provided by the Council to the public and how they operate. | | | |
| **Other Requirements:**   1. To take personal responsibility for the quality of service provided, to contribute to team’s objectives and support service improvements. 2. Must be smart and presentable in appearance at all times. 3. Availability to work flexibly across Contact Centre opening hours.   **(E)** Evidence of relevant qualifications will need to be shown at interview. | | | |
| NB: E Essential  D Desirable  Date Produced: June 2025 | | | |