

Candidate selection Sheet

How to complete this sheet –

- For each criteria allocate points for each candidate between 0 to 5 (“0” being very poor and “5” being excellent).
- If you find that the candidate has not provided information relating to a particular criteria in their CV, provide a mark of “0”.
- When you have finished allocating marks, get the total at the bottom of the sheet. The candidate who has scored highest will be the most suitable for the job

[illegible]

Ability to show initiative and demonstrate problem solving skills	4	5	5	5	5	5	4	5	4	5
Flexible with start and end times and lunch times to enable the full range of tasks to be undertaken	0	0	0	0	0	0	0	0	0	0
Can demonstrate the ability and commitment to seeing a task/enquiry/problem through to completion	4	5	5	5	4	5	5	5	4	5
Ability to use the Electronic Document Management System	0	0	0	0	0	0	0	0	0	0
Experience										
In a customer services environment	5	5	5	5	4	5	5	5	5	5
Within a Public Services capacity	0	0	0	0	0	0	0	0	0	5
Handling high volumes of telephone calls	5	0	4	5	0	5	0	0	0	4
Working with Windows based applications	4	4	3	5	4	5	4	5	4	5
Payment handling in a customer service environment	4	0	5	5	0	5	5	0	5	0
Other										
Willing to undertake further training in order to provide the best possible service	0	0	4	4	5	5	4	5	4	5
Flexible and willing to work at different offices	0	0	0	0	0	0	0	0	0	0
Having previous experience / Willingness to wear uniform supplied for customer service staff in line with Corporate Uniform Policy	0	0	5	4	0	4	0	0	4	0
Total	83	76	103	105	81	109	96	86	88	99