

Ability to deal sensitively with customers	3	3	4	3	3	2	2	4	4	4
Ability to work under pressure	3	4	4	4	3	4	3	4	3	3
Ability to work on own initiative	3	4	3	3	3	3	3	3	3	3
Ability to prioritise and meet deadlines	3	5	3	3	3	3	4	3	3	3
Ability to communicate effectively at different levels	4	4	3	4	3	3	3	4	4	4
Ability to follow payment handling procedures	3	3	4	4	3	4	4	4	3	3
Ability to work within a team and be a team player	4	3	3	3	3	4	4	4	3	4
Flexible and willing to learn new techniques	3	3	4	4	3	4	3	4	2	3
Well motivated	4	5	4	3	4	3	4	4	4	4

Ability to show initiative and demonstrate problem solving skills	3	3	3	3	3	3	3	3	3	3
Flexible with start and end times and lunch times to enable the full range of tasks to be undertaken	3	3	3	3	3	3	3	3	3	3
Can demonstrate the ability and commitment to seeing a task/enquiry/problem through to completion	3	4	4	4	3	4	4	3	3	3
Ability to use the Electronic Document Management System	3	4	4	3	3	4	3	4	3	3
Experience										
In a customer services environment	5	5	4	4	3	4	4	4	4	3
Within a Public Services capacity	3	3	3	4	3	3	3	3	3	4
Handling high volumes of telephone calls	5	2	3	3	3	4	3	4	3	3
Working with Windows based applications	4	3	4	3	2	4	4	3	2	3
Payment handling in a customer service environment	4	3	3	4	3	3	3	3	4	2
Other										
Willing to undertake further training in order to provide the best possible service	3	3	4	2	3	3	3	3	3	3
Flexible and willing to work at different offices	3	3	3	3	3	3	3	3	3	3
Having previous experience / Willingness to wear uniform supplied for customer service staff in line with Corporate Uniform Policy	3	3	3	3	3	3	3	3	3	3
Total	91	104	97	92	89	94	97	100	88	89



14°C

