

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

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

Criteria	Candidate									
	1	2	3	4	5	6	7	8	9	10
Knowledge										
An understanding of customer care	5	5	5	5	5	5	5	5	5	5
→ District Council and County Council functions									5	
Working knowledge of controls and procedures for payment handling	5	5	5	5	5	5	5	5	5	5
Health and Safety aspects relating to customers who are on the Council premises	5	5	5	5	5	5	5	5	5	5
Skills and abilities										
Good face to face skills, telephone manner and good demeanour/listening skills when dealing with customers	5	5	5	5	5	5	5	5	5	5
I.T. skills	4	5	5	5	5	5	5	5	4	5
Ability to organise own workload	5	5	5	5	5	4	5	5	4	5
Ability to deal sensitively with customers	5	5	4	5	5	4	5	5	4	5
Ability to work under pressure	5	5	5	5	5	4	5	5	4	5
Ability to work on own initiative	5	5	4	5	5	5	5	5	4	5
Ability to prioritise and meet deadlines	4	5	5	4	5	5	5	5	4	5
Ability to communicate effectively at different levels	3	5	3	4	5	5	5	4	4	5
Ability to follow payment handling procedures	3	5	4	4	5	5	5	4	4	5
Ability to work within a team and be a team player	5	5	4	4	5	5	5	4	4	5
Flexible and willing to learn new techniques	4	5	4	4	5	5	5	4	4	5
Well motivated	4	5	4	5	5	5	5	5	4	5