

Person Specification

**Customer Relations Assistant**

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|  | **Essential** | **Desirable** |
| **Qualifications / Experience** |  |  |
| * Level 2 qualification in Customer Service (or equivalent) | **\*** |  |
| * Relevant experience of working in a fast-paced customer service environment | **\*** |  |
| * IT Literate equivalent to level 2 with working knowledge of MS Excel | **\*** |  |
| * Level 2 English (e.g. GCSE or equivalent) | **\*** |  |
| * Level 2 Mathematics (e.g. GCSE or equivalent) | **\*** |  |
| * First Aid certificate (training provided)\* | **\*** |  |
| * Fire Marshall qualification (training provided)\* | **\*** |  |
| * Experience of working with a CRM database |  | **\*** |
| Circumstances |  |  |
| * Able to work flexibly, including early mornings, evenings and weekends where required | **\*** |  |
| * Able to travel as needed to fulfill the requirements of the post | **\*** |  |
| Personal Skills |  |  |
| * Excellent organisational skills | **\*** |  |
| * Excellent time management skills | **\*** |  |
| * Keyboard proficiency and ability to correct, input and read data | **\*** |  |
| * Able to prioritise work | **\*** |  |
| * Able to be quick thinking | **\*** |  |
| * Able to resolve problems and make decisions | **\*** |  |
| * Able to work independently without supervision | **\*** |  |
| * Able to respect confidentiality | **\*** |  |
| Interpersonal Skills |  |  |
| * Excellent verbal communication skills | **\*** |  |
| * Excellent written communication skills | **\*** |  |
| * Able to display a persuasiveness and persistent manner | **\*** |  |
| * Able to work as part of a team | **\*** |  |
| * Positive attitude and a passion for customer service and empathetic to customers’ needs | **\*** |  |
| * Able to communicate in Welsh\*\* | **\*** |  |
| Personal Attributes |  |  |
| * Commitment to Quality | **\*** |  |
| * Commitment to Continuing Professional Development | **\*** |  |
| * Commitment to Diversity | **\*** |  |
| * Professional | **\*** |  |
| * Reliable | **\*** |  |
| * Motivated | **\*** |  |
| * Adaptable | **\*** |  |

\* Candidates who do not hold qualifications on appointment will be considered. However, the successful candidate will be required to undertake the qualification within 12 months.

\*\* Candidates must have the ability to speak, listen, read and write through the medium of Welsh at an advanced level.