

Person Specification

**Customer Relations Assistant**

|  |  |  |
| --- | --- | --- |
|  | **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.