



## Customer Services Adviser Person Specification

| Experience and Qualifications                                                                          | Essential | Desirable |
|--------------------------------------------------------------------------------------------------------|-----------|-----------|
| Understanding of key elements of effective customer service                                            | x         |           |
| Experience of working in a team environment                                                            | x         |           |
| Knowledge of utilising digital platforms for communication purposes and also accessing online services | x         |           |
| Previous experience of utilising and updating various IT systems                                       | x         |           |
| Knowledge                                                                                              | Essential | Desirable |
| Excellent communication skills and ability to adapt communication methods to suit a range of customer  | x         |           |
| Knowledge of administration processes and procedures                                                   | x         |           |
| Good level of IT skills using Microsoft Packages                                                       | x         |           |
| Skills and abilities                                                                                   |           |           |
| Excellent communication, listening and interpersonal skills                                            | x         |           |
| The ability to engage customers through high levels of empathy and understanding                       | x         |           |
| Ability to develop good relationships with colleagues.                                                 | x         |           |
| Excellent professionalism, discretion and confidentiality.                                             | x         |           |
| Excellent skills at planning and prioritising workload.                                                | x         |           |
| Other                                                                                                  |           |           |
| Committed to equality and diversity                                                                    | x         |           |
| Understanding of the services provided by a community based registered social landlord.                |           | x         |
| Desire to learn and develop your career within social housing movement.                                |           | x         |