**Person Specification**

|  |  |
| --- | --- |
| **JOB TITLE:** | Customer Support Officer |
| **GRADE:** | 6 |
| **POST NO:** | 0092, 0114, 0131, 0139, 0149, 0190, 0739, 0741, 1013, 1134 - 1137, 1146, 1169 - 1170, 2169, 2171, 2173 - 2175, 2411 & 3600 – 3603 |
| **SERVICE:** | Help me with my financial/housing problem system |
| **UNIT:** | Customer Access |

|  |  |  |  |
| --- | --- | --- | --- |
| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **CATEGORY** |
| **QUALIFICATIONS** |  |  |  |
| GCSE English and Mathematics to Grade C or above | ✓ |  | C |
| NVQ 2 in Customer Care or equivalent | ✓ |  | C |
| Ability to speak a foreign language or use sign language |  | ✓ | A / C |
| **EXPERIENCE / KNOWLEDGE / SKILLS** |  |  |  |
| Experience of dealing with customers, with varied needs and issues, by phone, face to face and in private interview, in a consistentAnd non judgemental manner | ✓ |  | A |
| Experience of dealing with the public in difficult circumstances and handling confrontational situations | ✓ |  | A / I |
| Cashiering experience, including keeping money and goods secure | ✓ |  | A / I |
| Current knowledge of Housing Benefit, and Council Tax Support rules and requirements, including recovery processes | ✓ |  | A / I |
| Knowledge of discretionary funds available to assist customers, including DHP, EHF and the local welfare support scheme |  | ✓ | A / I |
| Knowledge of evidence and security requirements including provisions of the Social Security Administration Act 1992, Welfare Reform Act 2007 and Data Protection Act 1998, PSN compliance and DWP security requirements |  | ✓ | A / I |
| Knowledge of housing rules and requirements including an awareness of social and private sector legislation | ✓ |  | A / I |
| Knowledge of non ECC welfare benefits available |  | ✓ | A / I |
| Excellent interpersonal and communication skills, including the ability to communicate well verbally in a confident and professional manner in order to explain or justify a policy, decision or position | ✓ |  | A / I |
| Able to work closely with colleagues from other teams, utilising expertise to fully investigate solutions to a complex customer need | ✓ |  | A / I |
| Able to input and extract data from a variety of IT systems, and use several systems at the same time | ✓ |  | A / I |
| Current knowledge of the Academy Revenues & Benefits and Academy Housing systems, Devon Home Choice systems, Workflow and CRM systems  |  | ✓ | A |
| Able to handle basic telephony systems, manage phone calls efficiently and signpost customers to services within and outside the organisation | ✓ |  | A / T |
| Able to carry out Reception duties, including greeting and triaging customers, floor-walking & managing customer expectation | ✓ |  | A / T |
| Able to assimilate information quickly in order to establish customer needs. | ✓ |  | A / I |
| Good at assessing situations, including customer risk and vulnerability and utilising good problem solving skills to address these | ✓ |  | A / I |
| Able to help a diverse range of people consistently and in a non-judgemental way | ✓ |  | A / I |
| Able to balance the needs of the Council with the needs of the customer | ✓ |  | A / I |
| Able to work with limited supervision | ✓ |  | A / I |
| **SPECIAL REQUIREMENTS / ATTITUDE** |  |  |  |
| Friendly and approachable | ✓ |  | I |
| Clear speaker | ✓ |  | I |
| Customer focussed and committed to customer care and quality service provision | ✓ |  | A / I |
| Shows empathy and patience | ✓ |  | A / I |
| Can do approach, shows initiative and stays calm under pressure | ✓ |  | A / I |
| Reliable team player who makes a positive contribution to the team whilst also being able to work on their own initiative and take responsibility for their own work. | ✓ |  | A / I |
| **OTHER** |  |  |  |
| Willing to work flexibly to meet operational requirements. | ✓ |  | A / I |
| Desire to develop new skills and knowledge as appropriate | ✓ |  | A / I |

# DATE LAST UPDATED: December 2015