

# CUSTOMER SERVICE REPRESENTATIVE PERSON SPECIFICATION

## Essential Criteria

1. The ability to work with colleagues as part of a team
2. Previous Customer Service experience
3. To demonstrate effective interpersonal skills.
4. To demonstrate a loyal, stable and professional attitude
5. To possess a positive and enthusiastic outlook
6. To demonstrate a flexible and adaptable work ethic
7. To have a confident, assertive and focused attitude to work
8. The ability to think laterally in a calm & methodical manner
9. IT literate with high levels of accuracy in the dissemination of information
10. Motivated to provide an empathetic approach to customer service

## Measured By

- Assessment Centre (AC)
- CV & Telephone Screening
- Telephone Screening & AC
- CV & AC
- Telephone Screening & AC
- Telephone Screening & AC
- Telephone Screening & AC
- AC
- AC
- AC

## Desirable Criteria

1. Previous Call Centre experience
  2. Good Knowledge of London
- CV
- Interview