

CUSTOMER SERVICE ADVISOR

Person Specification

Attributes	Essential	Desirable
Qualifications	SVQ 2 or equivalent	HNC Administration ECDL
Experience	Broad range of customer service and administrative services, reception, switchboard and word processing experience.	
Skills/Knowledge	Ability to use a switchboard and carry out general reception duties. Good verbal and written communication and interpersonal skills Excellent customer service skills Demonstrable organisational skills High standard of IT skills specifically word processing	
Other	Customer focused Pleasant Approachable Calm Ability to work on own initiative or as part of a team Flexible approach to changing priorities	Confident Smart, well-presented