

**PERSON SPECIFICATION:**

**Customer First Co-ordinator**

|  |  |  |
| --- | --- | --- |
| **Qualities & Competencies** | **Essential** | **Desirable** |
| **Qualifications** | A good standard of education. Minimum GCSE level including Maths and English or equivalent) | Administration Qualification  Customer Service Qualification |
| **Experience** | A good working knowledge of customer service principles and practice.  Experience of developing effective working relationships within a varied customer group.  Highly numerate and literate and have precise attention to detail.  Ability to work individually or as part of a team. | Experience of the Social Housing sector |
| **Knowledge, Skills & Abilities** | Good organisational, interpersonal and communication skills, with a customer focus.  Be an effective problem solver, who can work on own initiative.  Able to plan and manage own workload to achieve deadlines.  Have effective instructional techniques to deliver sound digital skills training.  To providing the best possible service to tenants and the Company  Willing to work outside normal working hours if required.  Self-motivated.  Have a good sense of humour.  Ability to work within a busy pressured environment.  Professional and approachable at all times.  Computer literate and conversant with Microsoft Office applications (e.g. Outlook, Word, Excel, SharePoint and Teams), or a willingness to learn  Ability to identify own skill gaps and request training where required |  |