



# Person Specification

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St. Helens Council

Job Title: Customer Services Officer

Ref No: CCT05

Knowledge	E = Essential D = Desirable	Identified by
Either Council Tax knowledge or Housing Benefit/Council Tax Reduction Scheme knowledge.	E	AF/I
Money Advice, Welfare Benefit knowledge.	D	AF/I
Customer Care Policies/Procedures.	D	AF/I
Skills and Abilities	E = Essential D = Desirable	Identified by
Good Communication skills, written and verbal.	E	AF/I
Resilient - ability to deal with irate/difficult customers.	E	AF/I
Ability to absorb complex information.	E	AF/I
Ability to translate complex information into clear information for the customer.	E	AF/I
Team Worker.	E	AF/I
Good Organisational skills	E	AF/I
Experience	E = Essential D = Desirable	Identified by
Experience of working in an information role involving large amounts of contact with the public.	E	AF/I
Experience of dealing with difficult customers face to face and/or on the telephone.	E	AF/I
Experience of a range of clerical and administration duties.	E	AF/I
Experience of input and extraction of information from VDU/PC.	E	AF/I
Knowledge and experience of Academy Benefits/Anite Systems.	D	AF/I
Experience of working in: - a busy office environment. - a customer focussed environment.	E	AF/I
Experience of using windows based software.	E	AF/I



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Qualifications	E = Essential D = Desirable	Identified by
NVQ level 3 Customer Care or equivalent.	D	AF/I
Benefit/Revenues Technician IRRV.	D	AF
Other Circumstances	E = Essential D = Desirable	Identified by
Flexible approach to working hours – willing to provide cover for the service at peak times.	E	AF/I
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	E	I

**Key**

AF = Application Form

I = Interview

C = Certificate