|  |  |
| --- | --- |
|  Cheshire Neighbours Credit Union |  |
|  |  |  |

**PERSON SPECIFICATION**

**CUSTOMER SERVICE OFFICER POST**

|  |
| --- |
| **ESSENTIAL EXPERIENCE** |
| * Experience of customer service
* Previous cash handling experience
* Telephone experience
* Microsoft Office, Word, Excel
 |
| **SKILLS** |
| * Strong communication skills which facilitates effective customer engagement
* Excellent written and verbal skills
* Good interpersonal skills
* Ability to deal with challenging behaviours
* IT literate
 |
| **PERSONAL QUALITIES** |
| * Well organised
* Patient, friendly and approachable
* Confident and effective communicator
* Honest and ethical
* Team player with consideration for others
* Uphold high standards of quality and accuracy
* Fair and respectful of others
 |

*20.12.18*