|  |  |
| --- | --- |
| 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*