

RUSHCLIFFE BOROUGH COUNCIL

**Person Specification
CUSTOMER SERVICE ADVISOR**

Post grade: LS14	Post number: TBC	
ATTRIBUTES	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Experience in dealing directly with the general public or customers.</p> <p>Able to deal with complex administrative processes.</p> <p>Experience of situations where customers can display variants of emotion.</p>	<p>Operating in a Call Centre/ Customer facing role</p> <p>Experience in a dedicated customer service environment.</p>
QUALIFICATIONS	Able to demonstrate a high level of literacy, numeracy and accuracy.	Customer Care qualification.
SPECIALIST KNOWLEDGE AND SKILLS	<p>Ability to assimilate knowledge required in a wide range of service areas for council services plus that of partner agencies.</p> <p>Ability to judge what the central issues are in a complex enquiry</p> <p>Good numeracy skills</p> <p>Ability to compose business letters and emails</p> <p>Able to operate computer applications for council and partner agencies after training.</p>	Familiar with Local Government Reorganisation themes and how to relay correct information to service users.
SOCIAL SKILLS	Ability to explain complex issues to enquirers	

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	<p>Articulate. Clear and concise communication skills.</p> <p>Excellent customer care skills</p> <p>Assertive when necessary</p> <p>Ability to work as part of a team</p>	
IT SKILLS	Familiar with Windows software	
PERSONAL QUALITIES	<p>Keen and enthusiastic in dealing with public</p> <p>Ability to remain calm under pressure</p> <p>Ability to deal with frequent changes of task and urgency levels</p> <p>Helpful and eager to resolve enquiries</p>	
PHYSICAL	<p>Your main place of work will be the Customer Service Centre and various locations within the borough</p> <p>Able to work alone at contact points within the borough</p>	
SPECIAL WORKING CONDITIONS	<p>Can be varied by arrangement with Supervisor, embracing onsite and home working</p> <p>Ability to cover holidays and sickness of colleagues at short notice</p>	<p>Ability to flexibly work within operational hours of 8.15am to 5.15pm Monday – Friday.</p>

OFFICIAL

PREPARED BY: Ed Palmer

DESIGNATION: Communications and Customer Service Manager

DATE: June 2026