

## CUSTOMER SUPPORT OFFICER

### PERSON SPECIFICATION

	Essential/ Desirable
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Good standard of education evidenced by GCSEs or equivalent</li> <li>• Level 3 in Customer Service/Business Administration</li> </ul>	E D
<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Effective data skills including entry, validation, reporting, proofing, and authorising</li> <li>• Experience of working in a busy office with a strong customer service ethos</li> <li>• Knowledge of working in an education or training environment</li> <li>• Experience of working within an Awarding Organisation</li> <li>• Experience of carrying out or supporting audit processes</li> </ul>	E  E D D D
<b>Skills</b> <ul style="list-style-type: none"> <li>• High standards of accuracy and attention to detail</li> <li>• Excellent written and verbal communication skills presenting information logically and concisely in ways that promote understanding</li> <li>• Excellent IT skills. Competent in Microsoft Office (Outlook, Word, and Excel)</li> <li>• Ability to prioritise, plan and organise day-to-day activities ensuring efficient and effective performance</li> <li>• Organisational and time management skills with the ability to multitask within a demanding office environment</li> <li>• Good interpersonal skills, confident and professional telephone manner</li> <li>• Effective problem-solving techniques</li> <li>• Ability to work effectively within and between teams to achieve common objectives</li> <li>• Excellent customer service skills</li> </ul>	E E  E E  E E E E E
<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>• The ability to use own initiative and know when to seek advice</li> <li>• Treat people fairly and respectfully</li> <li>• Always acts with professional integrity</li> <li>• Committed to high standards of quality and seeks to improve systems and processes</li> <li>• Ability to work under pressure to tight deadlines</li> <li>• Ability to develop and maintain strong, effective, and professional working relationships</li> <li>• Willingness to travel where necessary</li> <li>• Flexibility in working hours when necessary</li> <li>• Committed to continuous self-development</li> <li>• Flexible and receptive to change</li> <li>• Creates opportunities to be innovative and think about things differently</li> </ul>	E E E E  E E  E E E E E
<b>Additional</b> <ul style="list-style-type: none"> <li>• Capability to effectively work from home as required</li> </ul>	E