

**FIRST CHOICE HOUSING ASSOCIATION**  
**PERSON SPECIFICATION COMPETENCY PROFILE /**  
**Customer Services Advisor**

	<b>Qualifications</b>	<b>Assessed</b>	<b>Essential Desirable</b>
1	Minimum 5 G.C.S.E's ( or equivalent) Grade C or above, to include Math's and English	Application	Essential
	<b>Competency</b>		
2	Experience in clerical work and able to deal with responsive telephone calls	Application / Interview	Essential
3	Interpersonal and written communication skills	Application / Interview	Essential
4	Customer service	Application / Interview	Essential
5	Proficient in application of Microsoft Office including Word and Excel.	Application /Interview	Essential
6	Work autonomously	Application / Interview	Essential
7	Team player	Application / Interview	Essential
	<b>Knowledge and experience</b>		
8	Knowledge of general office machinery and telephone systems	Application/Interview	Desirable
9	Sensitive to the needs of vulnerable individuals including those with a learning disability and veterans leaving the armed services	Application/interview	Essential
10	Ability to work cooperatively with others and as part of a team	Application	Essential
11	Demonstrable ability to plan and prioritise effectively in order to achieve results within deadlines and under pressure	Application / Interview	Essential
12	Experience in use of Publisher, MS access and PowerPoint	Application	Desirable
13	Knowledge of working databases	Application/Interview	Desirable
	<b>Other</b>		
14	Accurate keyboard skills	Application/Interview	Essential
15	High degree of discretion dealing with confidential information	Application/Interview	Essential
16	Strong commitment to equality of opportunity	Application	Essential