



## CLOTHES AID - PERSON SPECIFICATION

### Helpline Operator

**Please Note.** This person specification sets out the essential, skills, knowledge, experience and abilities required in order to effectively carry out this job. The criteria set out below, will be used when assessing your application form and in any of the questions you will be asked if you were called to attend an interview. It will be used to identify your suitability for the job. Therefore, when completing the application form please address these criteria.

**Date:**

**Method of Assessment**

**X indicates where evidence will be gathered and assessed, it may be gathered from either one, two or all three of the following and may be substantiated by consulting your referees:**

**Application**

**Interview  
Q & A's**

**Test**

#### 1. Knowledge & Experience

1. Have experience handling calls and enquiries and responding in an informed manner
2. Proven experience working on a busy switchboard or customer service helpline
3. Experience of writing and communicating using telephone, email and social media
4. Experience in handling difficult callers whilst maintain composure, professionalism and upholding the corporate image
5. Ability to build and maintain relationships both within and external to the organisation

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

#### 2. Skills & Abilities

1. Excellent oral communication skills
2. Excellent telephone manner and etiquette, must be able to communicate in a clear, concise and courteous manner
3. Ability to work unsupervised and plan, organise and manage own work to meet deadlines
4. Excellent customer care and service skills both on the phone and in written communications
5. An understanding of data protection regulations and ability to handle data securely
6. Willingness to work as part of a team

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

**X**

### 3. Special Requirements: Competencies and Attitudes

- |  |   |  |  |
|--|---|--|--|
| 1. Ability to work calmly under pressure and manage expectations | X |  |  |
| 2. Willing to take responsibility for personal development       | X |  |  |
| 3. Positive and professional approach                            | X |  |  |
| 4. Willing to work flexible hours as required                    | X |  |  |
| 5. A commitment to achieving company goals                       | X |  |  |

Clothes Aid 07.03.2017