



## Person Specification

**Job Title:** Customer Contact Centre Consultant

**Selection Criteria:**

CRITERIA	STANDARD	ESSENTIAL/ DESIRABLE	MEASURED BY
<b>Work Experience</b>			
	Sales Experience within a customer service role	D	Application/Interview
	Able to work under pressure, whilst providing excellent customer service	E	Application/Interview
	Must be able to work as part of a team	E	Application/Interview
<b>Knowledge</b>	Wide and Varied Knowledge of SIV products	D	Application/Interview
<b>Skills</b>	High levels of self motivation and ability to use own initiative	E	Application/Interview
	Excellent communication skills	E	Application/Interview
	Confident and professional	E	Application/Interview
	Exceptional telephone manner and clear voice	E	Application/Interview
	Basic IT Skills including experience of MS Outlook	E	Application/Interview
	Enthusiastic, adaptable, friendly and able to be flexible to differing shift times.	E	Application/Interview
	Adaptable and able to learn new skills quickly	E	Application/Interview
	Focused and meticulous with details and completing tasks	E	Application/Interview
	Able to work towards KPI's/ targets (weekly and monthly)	E	Application/ Interview