

## Person Specification

<b>Post</b>	<b>Customer Services Assistant</b>
<b>Grade</b>	<b>EVH Grade 4</b>

<b>Education/Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to National 5 English (or equivalent)	√	
<b>Experience</b>		
Experience dealing with the public	√	
Experience providing administrative support	√	
Experience working in a busy office environment	√	
Experience dealing with unhappy customers and complaints	√	
Experience in the housing sector		√
<b>Knowledge</b>		
General knowledge of social housing		√
General knowledge of housing repairs and safety checks		√
<b>Skills and abilities</b>		
Ability to communicate effectively both verbally and in writing	√	
A positive attitude with good interpersonal skills	√	
Excellent attention to detail	√	
Ability to work on own initiative and be a proactive team member	√	
Ability to plan and prioritise workload to meet targets	√	
Competent in use of IT systems, and MS Office packages such as Word, Excel and PowerPoint.	√	
<b>Other Requirements</b>		
Excellent time keeping and a flexible approach to work	√	
Commitment to ethos of social housing and Rosehill's values, including equalities and diversity.	√	
Possession of a full current driving licence, use of a car and have car insurance for business use		√