



CONTACT CENTRE
CUSTOMER SERVICE REPRESENTATIVE
PERSON SPECIFICATION

Essential criteria

1. The ability to work with colleagues as part of a team
2. Previous customer service experience
3. Effective interpersonal skills
4. A loyal, stable and professional attitude
5. A positive and enthusiastic outlook
6. A flexible and adaptable work ethic
7. A confident, assertive and focused attitude to work
8. The ability to think laterally in a calm and methodical manner
9. IT literacy and high levels of accuracy in the dissemination of information
10. The motivation to provide an empathetic approach to customer service

Assessment method

Assessment centre (AC)
CV / telephone screening
Telephone screening / AC
CV / AC
Telephone screening / AC
Telephone screening / AC
Telephone screening / AC
AC
AC
AC

Desirable criteria

1. Previous Call Centre experience
2. Good geographical knowledge of London

Assessment method

CV
Interview