

PERSON SPECIFICATION**JUST LAPTOPS: Customer Service Representative**

Attributes	Essential	Desirable
Qualifications / Training	Good general education minimum GCSE grade-C (or equivalent) in English Language and Mathematics (or equivalent)	Multilingual speaker able to speak fluent English and 1 or more other European languages.
Experience & Job-related knowledge	1 years experience working in a technology or IT oriented role.	NVQ Level 2 or above/equivalent in an IT related course
	2 years experience working within a customer service based role	Certificate/qualification in customer service
	Previous experience buying via eBay & Amazon UK platform	Previous experience selling on eBay & Amazon UK platform
	Proven ability to organise: time management and personal workload planning	
	Dealing with multiple customers and varying duties concurrently	Demonstration of previous time management skills
Specialist Skills and Attributes	Good analytical skills, detail handling, problem solving and practical learning	Have an interest in new technology and gadgets within the IT industry
	The ability to create and maintain strong customer relationships	
	An eye for detail with a systematic approach to work plus the ability to produce excellent customer service when under pressure	
	Proactive and methodical, with an ability to grasp detail and complexity in situations and reach appropriate resolutions.	
	Ability to resource information about products etc effectively using websites and search engines	
	Ability to come to a solution logically when asked a question.	
Interpersonal & Communication Skills	Excellent oral communication skills communicating clearly, concisely and courteously on the telephone with customers, suppliers and colleagues	
	Clear and concise written communication skills for writing emails, memos and general document production in keeping with colours/styles/themes	
	Demonstrating creativity by producing documentation for presentations and reports.	
	Friendly and outgoing	
	Able to work by yourself	
	Excellent listening skills	
	Ability to work effectively as part of a Team	
	Able to respond appropriately to constructive criticism	
	Able to demonstrate a high level of competence when working under pressure	
Presentation	Must be of smart appearance with excellent personal hygiene standards	
	Able to work professionally at all times and demonstrates a strong commitment to doing a good job.	

General Skills & Ability	Proactive & able to work on own initiative i.e shows evidence of being a self-starter, needing little supervision in time	Adopts a flexible and creative approach to work that is responsive to change
	Ability to carry out simple numerical tasks	
	Actively finds solutions to problems	
	Ability to think projects through from start to finish	
	Shows ability to check work to ensure high quality standards and an eye for detail	
	Ability to provide information that is accurate, to a high standard and on time	
	Shows commitment to put in extra effort and stick with task until it is completed	
	Desire and willingness to learn.	
	Extremely well organised, excellent planning and prioritising ability.	
	Ability to focus on priorities, targets and deadlines	
	Ability to respond effectively to pressure in peaks of workload	
	Flexible to the needs of the organisation	