North Hertfordshire District Council

Planning, Housing and Enterprise
Careline Operator

Person Specification

Date issued: August 2017

Category	Essential Job Requirements	Desirable Job Requirements	Method of Testing
Job Related Skills and Knowledge:	**Experience;** Ability to remain calm whilst dealing with stressful situations. Patient and understanding. To take responsibility for own actions Working knowledge of computer software including Outlook, Word Excel and Internet Experience of composing business emails and letters using Word Experience of using Excel, including inputting formulas Experience of dealing with queries over the telephone **Education/Qualifications;** Good standard of education.	**Experience;** . Knowledge repairs work. **Education/Qualifications;** GCSE English or equivalent	**Experience;** *Application form/interview* *Application form/interview* *Application form/interview* *Application form/interview/test* *Application form/interview/test* *Application form/interview/test* *Application form/interview* **Education/Qualifications;** *Application form*

Planning & Organising Skills:	Ability to multi-task in stressful situations whilst still maintaining high standard of work. To be able to organise and prioritise own workload Ability to make decisions and to be responsible for own actions. Ability to work with minimum supervision or without supervision out of office hours		*Application form/interview* *Application form/interview* *Application form/interview* *Application form/interview*
Communication Skills:	Good communication, listening and questioning skills when dealing with callers. Able to work as part of a team Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role	Confidence to deal with client, engineers and managers over the phone.	*Application form/interview* *Application form/interview*
Problem Solving Skills & Accountability:	Ability to understand and follow procedures. Ability to make accurate and concise notes. Ability to remain calm and professional when handling difficult situations and clients.		*Application form/interview* *Application form/interview* *Application form/interview*
Other Requirements:	Flexible attitude to shifts.		*Application form/interview*

	Minimum of 18 years of age (due to legal restrictions on night working) Self motivated Must be able to sit at workstation for long periods of time. Clear and pleasant speaking voice.	 Full Clean Driving Licence Access to own vehicle which can be used for business use on a casual basis.	*Application form/interview* *Interview* *Interview* *Interview* *Interview/licence* *Interview/insurance document*