



## Person Specification Out of Hours Call Agent

SECTION	CRITERIA
<b>Education &amp; Qualifications</b>	GCSE or equivalent in English and Maths
<b>Skills, Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• A confident and articulate telephone manner;</li> <li>• Dedication to providing excellent customer service;</li> <li>• A flexible approach to changing priorities;</li> <li>• Ability to stay calm and composed while dealing with customers;</li> <li>• Good organisational skills;</li> <li>• Ability to work under pressure and to deadlines;</li> <li>• Ability to prioritise work load;</li> <li>• Good verbal and written communication skills;</li> <li>• Ability to quickly learn and understand various systems, processes and procedures;</li> <li>• Ability to work as part of a team and on own initiative.</li> </ul>
<b>Key Responsibilities of Role</b>	
<ul style="list-style-type: none"> <li>• To work as part of a team delivering high quality out of hours call handling service, ensuring that all services are delivered in accordance with agreed WCHG Customer Service Standards.</li> <li>• Deal with customer enquiries and signpost in line with relevant procedures</li> </ul>	

<b>Key Team Relationships</b>
<b>Key Internal working relationships are with:</b> <ul style="list-style-type: none"><li>• Managers</li><li>• Supervisors</li><li>• Operational Teams across the Group</li><li>• Colleagues and service users</li></ul> <b>Key External working relationships are with:</b>
<ul style="list-style-type: none"><li>• Customers</li><li>• Third party suppliers</li><li>• Partners / Agencies</li><li>• Contractors – providing agreed services on the Group's behalf</li></ul>