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| **Essential** | **Desirable** |
| **Experience and Knowledge** | |
| * Experience in customer service or collections * Experience of working in an office/reception environment * Experience in the use of Microsoft Word, Excel and e-mail | * SAGE |
| **Education and Qualifications** | |
| * GCSE level standard of education or equivalent level C or above in Maths and English * IT literate * Keyboard Skills |  |
| **Abilities and Skills** | |
| * Good organisational skills * Good literacy and numeracy skills * Good communication and interpersonal skills * Ability to maintain strict confidentiality where necessary * Ability to produce accurate work whilst working to tight deadlines * Ability to work under pressure and meet deadlines * Attention to detail | * Credit Control experience |
| **Traits and Characteristics** | |
| * A caring and pleasant approach to work and people * A positive approach to difficult situations and challenges * Ability to work both on own initiative and cooperatively as part of a team * Ability to work in a non- discriminatory, sensitive and respectful way * Fit to carry out all tasks associated with the post * Reporting with updates to the management |  |