



SELECTION CRITERIA

POST: Apprentice Customer Service Specialist (Level 3)

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	GCSE grade A to C or equivalent in English, Maths and ICT		Application Form Assessment Centre Certificates
Skills / Abilities	Keyboard Skills Proficient in Microsoft Word Excellent written and oral communication skills. Nurate Accurate IT skills Appropriate telephone manner Good organisational skills	Publisher Powerpoint	Application Form Assessment Centre References
Experience		Previous office experience	Assessment Centre References
Knowledge	Internet/Email literate Software packages: Word PowerPoint Excel Publisher	Knowledge of LOROS	Assessment Centre References
Motivation and personal attributes	Able to contribute to LOROS Values & Behaviours Flexible Willingness to learn and develop new skill Accuracy Positive approach to work Honest Team player Reliable Personable Good sense of humour Polite and confident manner Able to rise to a challenge and work in a very busy environment		Assessment Centre References