In Confidence

Post: Visitor Assistant  
Closing Date: Sunday 22 December 2013

Experience and skills*

As part of the online application process, you will be asked to provide one or two specific examples of past achievement and/or training to demonstrate how you meet each criterion. Below are the criteria that have been identified as being essential or desirable for this post.

When providing answers to these statements, we recommend that you refer to the downloadable Guidance and Interview tips sheet.

Essential:

01. An understanding of what constitutes excellent customer service with proven examples in a pressurised environment.

02. Experience of working with the public across all ages and nationalities with widely varying requirements in a front line customer service role.

03. The ability to exercise tact, diplomacy and good judgement when dealing with all customer.