

PERSON SPECIFICATION



This form must accompany the Job Description to which it refers.

Job Title Contact Tracer

AfC Band 3 (tbc)

Requirement	Essential	Desirable
TRAINING	<p>Proficient in the use of standard office software packages, e.g. Microsoft Word, Excel, Access and PowerPoint.</p> <p>Proficient in the use of electronic systems and databases</p>	
QUALIFICATIONS	Educated to National 5 level or equivalent experience	
PERSONAL QUALITIES	<p>Effective communicator with excellent telephone manner</p> <p>A team player able to show initiative and prioritise workload.</p>	
GENERAL	<p>Flexibility required due to working hours (Monday to Sunday, 8am to 8pm)</p> <p>Close attention to detail</p> <p>Ability to maintain concentration during calls in order to listen effectively and record information accurately</p> <p>Ability to deal sensitively and tactfully with people who may be anxious or distressed</p> <p>Able to understand and follow scripts and standing operating procedures</p>	
KNOWLEDGE AND EXPERIENCE	<p>Experience of working in a customer focused environment</p> <p>Standard keyboard skills</p>	<p>Call-centre experience</p> <p>Experience in an administrative role</p>