THE COURTYARD
Person Specification

Post: Customer Sales Assistant (casual) Department: Marketing & Sales

Personal Skills Characteristics	Essential	Desirable	Method of Assessment	Shortlisting Criteria
1. Experience				
Experience of working with the public	√		AF/I/R	√
Knowledge of ticketing or customer relationship management systems		√	AF/I	
Experience of retail, sales or promotional work	√		AF/I	√
Experience of working in a Box Office		√	AF/I	
2. Qualifications and Training				
Numerate and literate to GSCE level or equivalent	√		AF/CQ	√
Degree level in relevant subject or equivalent work-related experience		√	AF/CQ	
Customer Service qualification		√	AF/I/CQ	
3. Special Skills Knowledge				
Good organisational skills	√		AF/I	√
Excellent communicator, both verbal and written	√		AF/I	√
Keyboard/computer skills including Excel spreadsheets and Microsoft Office	√		AF/I	√
Knowledge of Arts sector		√	AF/I	
4. Personal Qualities				
Ability to work on own initiative	√		AF/I/R	
Good team worker	√		AF/I/R	
Ability to work to deadlines	√		AF/I	
Reliable, trustworthy and honest	√		AF/I/R	
5. Personal Circumstances				
Able to work flexible and antisocial hours	√		AF/I	
6. Physical Requirements				
Good sickness/attendance record in current/previous employment, college or school as appropriate, (not including absences resulting from disability);	√		I/R	

Key: AF – application form, I – interview, CQ – certificate of qualification, R - references

This specification has been prepared in accordance with the requirements of The Courtyard's Equal Opportunities in Employment Policy.

Specification completed by:	**Robyn Barratt**
Designation:	**Customer Services Co-ordinator**
Date:	**January 2018**