**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Client Services Coordinator – (Accounts) | **Job ref no:** | CSS-0358-22A |
| **Grade:** | 3 | **Department:** | Clinical Sciences & Services, Accounts |
| **Accountable to:** | Customer Care Team Leader (Accounts) | **Responsible for:** | Customer Care Team Leader - Accounts |
| **PS created by/ or reviewed by:** | Michelle Bhogal | **Date PS created/ reviewed:** | 08/08/2022 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| **Knowledge & Experience** | GCSE pass standard or equivalent in English Language and Mathematics.    Good level of computer literacy including MS word, Excel and Outlook. | Previous experience of veterinary computer systems.  Knowledge of veterinary/medical terminology. |
| **Communication** | Can demonstrate a high standard of spoken and written English.  Can demonstrate ability to accurately gather and record information in computerised records or as a message. |  |
| **Service Delivery** | Experience of working in an accounts-based customer facing role.  General accounts knowledge including cash handling and financial transaction recording.  Exceptional Customer Care skills.  Experience of billing clients on a computerised system.  Experience of accurately recording information provided during telephone calls.  Can demonstrate organisational skills including the ability to prioritise tasks. | Experience in dealing with insurance claims. |
| **Teamwork & Motivation** | Experience of working within a team environment and making positive and valuable contributions to the working of the team. |  |
| **Liaison & Networking** | Can demonstrate the ability to develop and maintain good working relationships with colleagues some of whom may be in different teams. |  |
| **Initiative & Problem Solving** | Ability to work on own initiative and without close supervision.  Ability to work well under pressure in a busy and sometimes stressful environment.  Ability to demonstrate a ‘can do’ positive approach when faced with problems. |  |
| **Work Environment** | Can demonstrate the ability to keep all workspace areas tidy and organised. |  |