



PERSON SPECIFICATION - CUSTOMER SERVICES MANAGER

	<b>Essential</b>	<b>Desirable</b>
<b>Professional qualifications &amp; experience</b>	<p>Demonstrable experience of managing social media platforms</p> <p>Sales &amp; marketing including digital marketing</p> <p>Analysis and reporting from IT systems</p> <p>Microsoft Office software including Excel, Word &amp; Powerpoint</p> <p>Working under pressure to meet deadlines</p> <p>Office and project management</p>	<p>Degree in business or marketing related subject</p> <p>MS Dynamics CRM or Dotmailer</p> <p>IT qualification</p>
<b>Professional knowledge &amp; skills</b>	<p>Sales and marketing techniques</p> <p>Social media management and analysis</p> <p>Marketing related legal guidelines</p>	<p>Basic working knowledge of engineering principles</p> <p>Presentation skills</p>
<b>Personal skills</b>	<p>Strong interpersonal skills</p> <p>Ability to engage with customers in a positive manner</p> <p>Good listening skills and empathy</p> <p>High level of organisational skills</p> <p>Creativity</p> <p>Team-working</p>	
<b>Aptitudes</b>	<p>Flexibility</p> <p>Ability to multi-task</p> <p>Ability to work on own initiative independently and as part of team as required</p>	
<b>Other requirements</b>	<p>Ability to use own car and clean driving licence</p>	