

Personnel Specification



Minimum requirement - the absolute minimum requirements for the candidate to perform the job satisfactorily without extended induction or job training.

Preferred - additional abilities that would give the candidate a reasonable chance of performing better than one with the minimum requirements.

Rating 4=Better than required, 3= Meets requirement, 2= minimally below requirement, 1= well below requirement.

Description	Minimum	Preferred	Rating	Comment
Organisational Requirements				
Attributes, which we consider valuable, and important for someone to be successful in the company. eg some flexibility about hours of work (we are a 24 x 7 organisation), self-starting, and self-motivated learner, team player, consistently seeks better ways to work.				.
Flexible about hours of work	X			May need to meet deadlines for tenders or fit in to customer meeting timescales
Responsive to customer needs	X			Need to have the customer at the heart of their motivation
Knowledge of Liverpool & Merseyside area		X		
Resourceful		X		Able to think and act for themselves to generate solutions to issues
Team player	X			Be able to muck in with a small team at Mersey Cabs occasionally help with other tasks such as driver desk enquiries, telephone answering

Please send all applications with CV and covering letter to jobopportunities@cityfleet.co.uk.

Departmental / Functional Requirements				
Attributes, which lie between the requirements of the organisation and the detail of the job which are useful in the function (eg. Finance, IT, HR, Marketing.) or department. eg: what level of interpersonal skills are required, to what extent does the job require team play?				
Excellent face to face communication skills	X			Must be a welcome visitor to potential clients and be able to relate well with people generally. Must be able to provide a good presentation of the company and services offered. Must have good listening skills to identify key objections/requirements and adapt the presentation accordingly. Must be adaptable to deal with different people at different levels.
Good telephone communication skills	X			
Closing / converting skills	X			Convert enthusiasm and interest into opened accounts.
Self organisation	X			Must be methodical about addressing prospects, organising visits and following up leads.
Hardworking and motivated	X			Needs to be highly motivated to succeed.
Experience				
What kind of jobs and responsibilities must the candidate have held before they would be capable of performing this job. eg: Managed a department of at least 5 staff, managed projects up to £1m in budget, have held bottom line responsibility for a small business unit.				
Previous work experience in a customer facing role	X			
Production work experience in a corporate environment		X		
Previous experience in sales and/or account management		X		
Previous experience in business support services / logistics / transport		X		

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Competence / Skills				
What kind of skill or competence must the candidate have in order to perform the tasks in the job (eg Technical/Finance). These requirements can be obtained by an analysis of the tasks in the Job Description.				
Strong communication skills	X			
Word / Excel or equivalent	X			For recording visits, analysing targets/budgets...
Email and Internet Competent	X			
Maths GCSE	X			Need to be comfortable with pricing options.
Physical Requirements				
Need to be mobile to attend customer visits across Merseyside				
Should be smart presentable appearance				

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