**Application – Client Services Officer, pool reference 2020-03**

**Work Related Requirements (selection criteria)**

**INSTRUCTIONS:**

1. **Your responses to each of the following Work Related Requirements will be used to shortlist applicants as part of the recruitment process.**
2. **Please supply as much information about your experience and abilities as possible for each of the Work Related Requirements listed below, to a maximum of three pages.**
3. **Please attach this document to your online application, along with your CV.**
4. **If you do not complete this document, you will not progress to the next stage of the recruitment process.**
5. **The remainder of the work related requirements may be tested at other stages of the recruitment process.**

**Name:**

**Essential**

1. Ability to work productively and maintain a high level of accuracy and excellent customer focus in a high volume work environment.
2. Sound verbal and written communication skills, including a demonstrated ability to communicate sensitively with all people.
3. Ability and or experience in resolving complex issues.
4. Computer literacy, including skills in word processing packages, email and internet use.
5. Commitment to ethical decision making, and the MCB’s core values of Compassion, Respect, Understanding and Integrity.

Desirable

1. Understanding of and experience in working in an environment requiring a balance between commercial and community obligations.