

Attribute	Essential	Desirable	How Identified
Skills & Knowledge Requirements	<ul style="list-style-type: none"> -IT Skills -Excellent written and verbal communication skills -Able to maintain a calm, courteous and efficient manner at all times. 	<ul style="list-style-type: none"> -Knowledge of PAS and ICE -Microsoft Access Database 	<ul style="list-style-type: none"> -Application form/interview -Interview -Interview
Qualifications Academic/ Professional	<ul style="list-style-type: none"> -A good level of general education 		<ul style="list-style-type: none"> -Application form/interview
Experience	<ul style="list-style-type: none"> -Customer Service -Administration 	<ul style="list-style-type: none"> -Working in a busy environment 	<ul style="list-style-type: none"> -Application form/interview
Personal attributes	<ul style="list-style-type: none"> -Flexible -Good Team Player -The ability to multi-task 	<ul style="list-style-type: none"> -Positive Attitude -The ability to train new staff members 	<ul style="list-style-type: none"> -Interview -Interview -Interview