

JOB DESCRIPTION

Features

A future-focused profile of the ideal behavioral requirements of a specific position, derived from the opinions of management and the trained Thomas Analyst. Reflects the needs of the organizational culture and strategy. Can be strengthened by validating with star performer profiles.

Uses

Provides a Job Profile against which candidates are compared. Enables managers to clarify the expectations of the role in behavioral terms to clarify job postings and advertisements, and to develop behavioral questions for the interview.

JOB DESCRIPTION

Customer Service Representative

The results of the completed job profile suggest that the competencies required by the jobholder should include the ability to:

- Provide optimum levels of leadership, if required, encouragement, training and support in order to help others achieve their results and meet their budgets.
- Encourage others to communicate effectively and efficiently at a level that is understood by all thus developing a culture of participation and involvement.
- Create a positive and innovative atmosphere which encourages people to commit themselves to the task in hand and where necessary, go beyond the call of duty in order to achieve their key objectives.
- Smooth relationships when difficult circumstances prevail and develop a culture of trust both within and outside the team.
- Work to a high specification in order to improve and maintain quality.
- Gather facts and figures, monitor self and others and achieve goals in a timely and factual manner.
- Develop competence and expertise.
- Remain self-controlled and prepared to listen to what others think and feel.
- Seek direction and authority from others when and if appropriate, and achieve set goals in a non-assertive and efficient manner.

The Human Job Analysis indicates that the person fulfilling this role should have the ability to absorb and impart information to others on a factual basis within a specialist/technical area of expertise. Situations involving people and maintaining goodwill are also important to the function. The incumbent should have persistence, be thorough, systematic and precise and have an innate need to get things right. Ideally the person in this position should have the ability to adhere to rules, procedure and detail while maintaining quality and ensuring standards are met. Diplomacy and working within clearly defined parameters, in a predictable climate are other aspects which may be involved in the job.

Please bear in mind that the full analysis and points to review should be taken into consideration when comparing a person's profile with a Human Job Analysis; together with all biographical data.

INTERVIEWER'S GUIDE - JOB DESCRIPTION

Customer Service Representative

The following statements apply to the Job Profile which has been established for the role of Customer Service Representative.

If you agree with the majority of these statements, then the Job Profile which has been created for this role is likely to be a reliable and relevant representation of the actual job requirements.

Influence (High I)

- The effective use of self confidence and persuasion are important.
- Good verbal communication is key in this role.
- The achievement of goals and objectives through motivating and leading others is a requirement of the role.
- Building friendly and positive relationships is an important part of the role.
- An influential leadership style is important.

Compliance (High C)

- A systematic, disciplined and logical approach is required in this role.
- The accurate and detailed analysis of data and processes may be needed in this role.
- This role will likely suit individuals with a conservative and conventional style.
- A high attention to detail and an ability to develop or comply with clearly defined rules and policies may be important in this role.
- A cautious and detailed approach towards task completion, project management and analysis of data may be needed in this role.

Caution: Marginally High 'S' Job Profile

The 'Steadiness (S)' for this Job Profile has been established marginally above the mid-line which separates High from Low behavioral requirements.

If the role requires an even more deliberate, self-controlled and persistent behavioral style than the Job Profile suggests, the Steadiness factor may have been understated and could be adjusted to an even higher position above the mid-line.

If the role requires a more mobile, restless and demonstrative approach than the Job Profile suggests, the Steadiness factor may have been overstated and could be adjusted to a position below the mid-line.

It is recommended that the requirements of the role are reviewed, the position of the Steadiness factor is evaluated and the Job Profile is adjusted and confirmed.

Dominance (Low D)

- A forceful and demanding behavioral style is unlikely to be a requirement of this post.
- Cautious and mild mannered behavior is appropriate for this role.
- Regular, critical decision making is not an integral component of this job.
- Hesitancy before making harsh or impulsive decisions is a requirement of this role.
- The role needs and accommodating approach and there is little or no requirement for a forceful or competitive stance.

Job

D I S C

