

Job description guidance



These are some general guidelines to help in preparing a job description, taking into account best practice in managing people and maximising great customer experience.

- 1** Ensure that the position would be integrated into a 'flat' hierarchy structure to ensure staff feel like they are on the same level in order to maximise the level of engagement.
- 2** Opt for a job title which would value and empower the staff and be more customer orientated.
- 3** Humanise the job description with a soft presentation of the duties and tasks involved.
- 4** Promote the culture of being customer focused and the importance of providing great customer experience.
- 5** Describe the customer skills required to fulfil the requirements of the position.

Job description

Your company name:

Job title:

Location / site:

Department:

Reports to:

Responsible for:

Salary:

Working hours:

Job description *continued*

Purpose of the role:

Skills, knowledge and experience:

Date:

Employee name:

Signature: