

Post Office Customer Service Consultant

Post office customer service consultants work behind the counter in post offices. They serve customers and help them with a wide range of services while promoting goods and meeting sales targets.

The Work

You could be:

- promoting goods and services to customers and doing your best to meet sales targets
- weighing and measuring parcels and letters, working out postage costs and selling stamps
- dealing with financial services, such as benefits and pensions payments, savings accounts and premium bonds
- dealing with foreign exchange and health and travel insurance and helping customers apply for passports
- dealing with applications for driving licences
- processing customer payments for electricity, gas, phones, road tax and TV licences
- keeping records and making sure the books balance at the end of each day
- in some cases, selling goods in a shop attached to the post office, such as small gifts or greetings cards
- ensuring that the shop is clean and tidy and that stock is displayed appropriately.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- whether you work for a post office or a sub-post office
- the demand for the job.

Current salary for a post office customer service consultant in Scotland is usually around £17,200 to £26,000 a year. There is a final salary pension scheme. There may also be discounts on financial products such as insurance and credit cards.

Conditions

- You would work in a post office, which may be based in a newsagent or supermarket.
- It can sometimes be very busy, and you could be under pressure with queues to deal with, each customer wanting something different.
- You would work 5 days between Monday and Saturday, with possibly one late evening during the week.
- Part time work and temporary contracts are common.
- You may have to wear a uniform which the organisation will provide.

Getting In

- A good general education is useful.
- Previous experience in shop, office or bank work is helpful.

- You need good IT skills.

What Does It Take

You must be:

- good at handling money
- polite and patient when speaking to customers
- good at listening to customers to find out what they need
- able to work quickly and accurately when busy
- able to remain calm during busy times
- persuasive when promoting products
- well organised
- good at working in a team
- trustworthy.

Training

- Your initial training would cover such matters as accounting, paying benefits, issuing of licenses, using the computer systems and customer care.
- You might also attend short courses from time to time to update your knowledge.

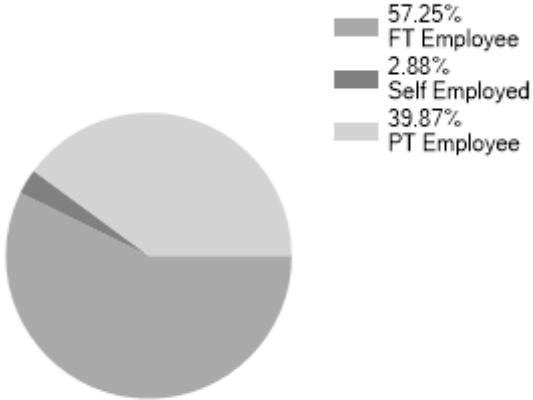
Getting On

- You might move on within the Post Office organisation to be a supervisor, an assistant manager and then a post office manager.
- After suitable experience, you might consider running your own business as the owner of a sub-post office.
- You may also be able to move to the Royal Mail Group to an administrative or managerial job at regional headquarters or in one of their other sectors.
- The [Royal Mail Group](#) also run a number of graduate programmes and apprenticeships.

Contacts

Statistics

Employment Status UK %

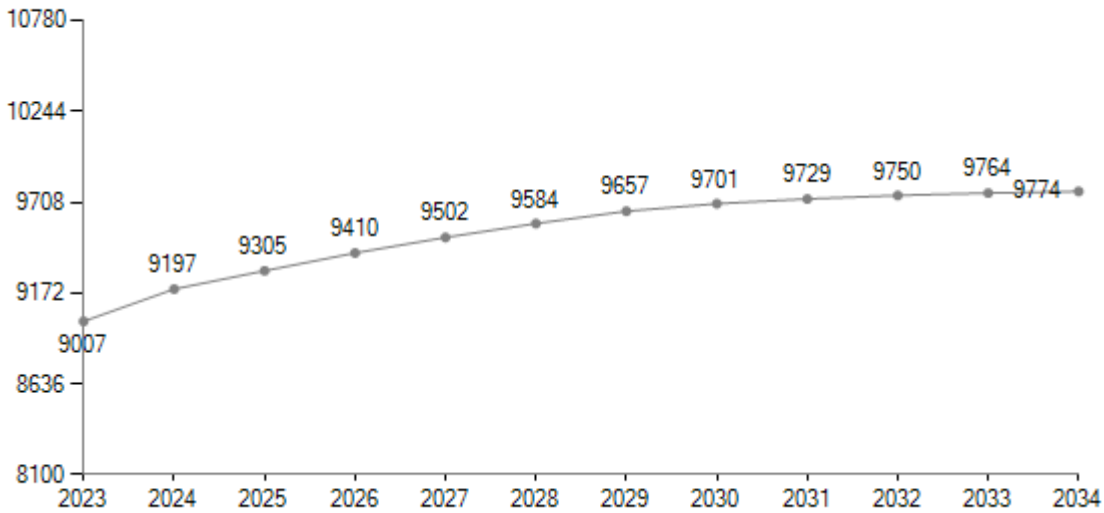


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)