

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
- processing customer payments for electricity, gas, phones, road tax and TV licenses
- 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 £22,000 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.
- The first stage of application is an online questionnaire. If you are selected to attend for assessment, you will be required to complete an interview and discuss your work history over the past 5 years and provide

two referees.

- 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, even when there is a long queue
- 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. See the Royal Mail website below for more details.

More Information

Post Office Limited has the largest retail network in Europe. It has over 11,500 post office branches across the UK, with over 17 million customer visits.

Contacts

Post Office

Website: www.postoffice.co.uk

Twitter: @PostOffice

Facebook: www.facebook.com/postoffice

Royal Mail Group

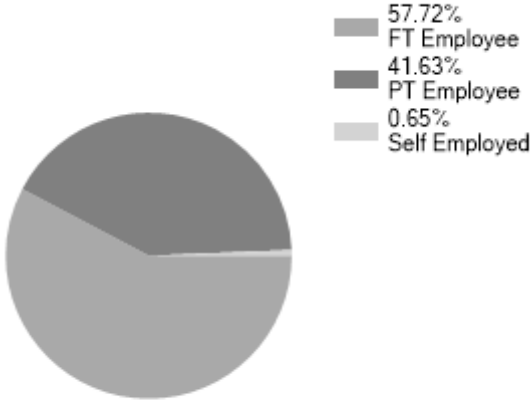
Website: www.royalmailgroup.com/our-people

Twitter: @RoyalMail

Facebook: www.facebook.com/RoyalMail

Statistics

Employment Status UK %



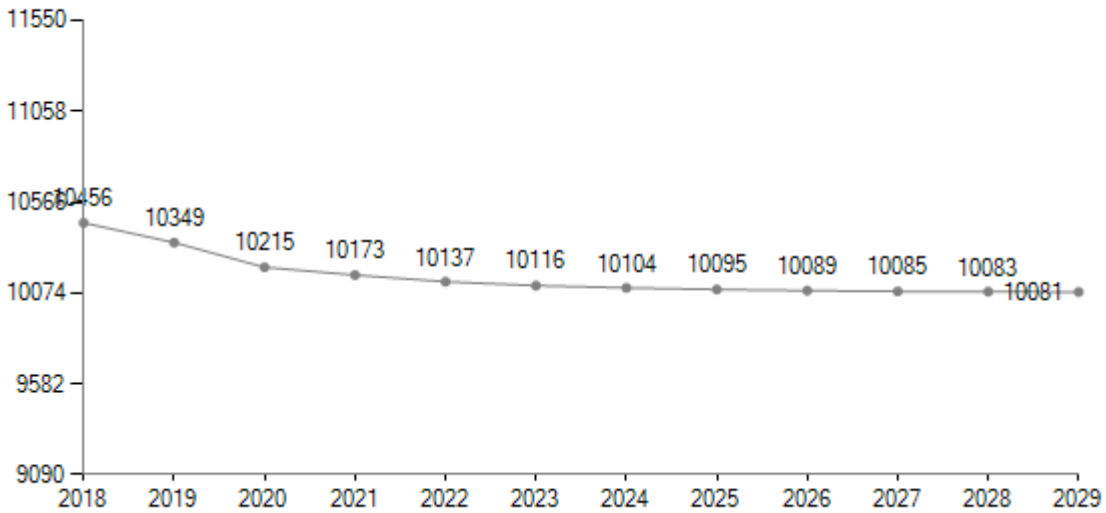
Past Unemployment - Scotland

Date	Unemployed
Dec 2018	0.05%

LMI data powered by [EMSI UK](#)

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

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)