# Self-Assessment Form: Customer Support Officer

## Personal Information

| Name |  | Date |  |
| --- | --- | --- | --- |
| Email |  |  |  |
| Work Permit Status |  |  |  |

## Skills and Knowledge Ratings

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Mark BOXES with an ‘X’ | 1 = Poor | 2 = Fair | 3 = Satisfactory | 4 = Good | 5 = Excellent |
| Numeracy skills |  |  |  |  |  |
| Computing skills |  |  |  |  |  |
| MS Word |  |  |  |  |  |
| MS Excel |  |  |  |  |  |
| MS Outlook |  |  |  |  |  |
| Knowledge of SIDRA software |  |  |  |  |  |
| English language (written) |  |  |  |  |  |
| English language (verbal) |  |  |  |  |  |
| Communication skills |  |  |  |  |  |
| Attentiveness and listening skills |  |  |  |  |  |
| Time management skills |  |  |  |  |  |
| Online support  |  |  |  |  |  |
| eCommerce systems  |  |  |  |  |  |
| Event management |  |  |  |  |  |
| Sales  |  |  |  |  |  |
| Marketing and promotions |  |  |  |  |  |
| Organisational skills |  |  |  |  |  |
| Good communication and people skills |  |  |  |  |  |
| Creative approach to problem-solving |  |  |  |  |  |
| Problem solving skills |  |  |  |  |  |
| Attention to detail |  |  |  |  |  |
| Working under pressure |  |  |  |  |  |
| Negotiation skills |  |  |  |  |  |
| Patience with customers |  |  |  |  |  |
| Ability to "read" customers |  |  |  |  |  |
| Ability to stay cool under pressure |  |  |  |  |  |
| Goal setting and focus |  |  |  |  |  |
| Ability to resolve and ‘close’ issues |  |  |  |  |  |
| Willingness to learn new processes |  |  |  |  |  |

Please answer the following question:

1. What are you long term career goals? How do you plan to achieve these in the short term?