



PERSON SPECIFICATION – RECEPTIONIST

	Essential	Desirable
Academic/ Vocational Qualifications	Educated to A Level standard (or equivalent)	Qualifications/training in Customer Service Skills
Experience	Experience of working in a public facing customer service environment	Experience of working in a general practice environment Experience of Emis Web clinical system and Docman
Knowledge/ Skills	Excellent keyboard and computer skills Excellent communication skills	Qualifications in Medical Terminology
Qualities/ Attributes	Professional approach with a pleasant and confident personality Work independently and as part of a team Able to work under pressure in a fast paced environment Able to use own initiative and demonstrate problem solving skills A willingness to further develop existing skills and knowledge	
Other	Flexibility of working hours with ability and willingness to provide overtime to cover for absent colleagues	