

RECEPTIONIST

PERSON SPECIFICATION

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>
Qualifications	Good standard of education GCSE Maths, English IT Skills	NVQ Customer service/ Customer service qualification
Knowledge Skills/Abilities	Excellent communication skills written and oral. Flexibility Able to work effectively as part of a team. Problem solving and interpersonal skills. Empathetic Confidentiality	Negotiation and conflict skills. GP Practice experience.
Experience	Experience of using own initiative. Customer Service experience. Practical computer skills experience.	General Practice Reception experience. Experience of pressurised working environment
Personal Qualities	Works in an organised manner. Ability to work well as part of a team Ability to perform under pressure. Adaptable/ Flexible.	Self motivated Time management able to work to deadlines.