

PERSON SPECIFICATION

Job Title:	Medical Receptionist
Recruiter:	Practice Manager

Qualifications (where specific, consider equivalent)	Essential	Desirable
Good standard of general education	✓	
GCSE / NAT 5 Mathematics C or above	✓	
GCSE / NAT 5 English C or above	✓	
Supervisory Management qualification		✓
NVQ II in Customer Care		✓

Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of supervisory reception work		✓
Experience of working within General Practice		✓

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Clear, polite telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	
Audio Typist		✓

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self-motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
Knowledge of Vision Clinical System		✓
Knowledge of DOCMAN System		✓