

Parkbury House Surgery
Receptionist/Call Handler
Person Specification

Elements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good general standard of education. 	
Knowledge and Skills	<ul style="list-style-type: none"> • IT literate with Microsoft Office (Excel and Word and Outlook) • Proficient in written and spoken English • Professional telephone manner • Capacity to learn • Well-developed interpersonal skills • Organisational skill • Time management skills • Good written and verbal communication skills 	<ul style="list-style-type: none"> • Understands the role of patient interactions • Excellent IT skills • Knowledge of using Emis or other clinical systems • Confident to communicate with patients and staff members.
Experience	<ul style="list-style-type: none"> • Practical experience of working in a reception environment or working with customers on a daily basis 	<ul style="list-style-type: none"> • Experience of working in general practice or a care environment.
Personal qualities	<ul style="list-style-type: none"> • Demonstrate initiative, resourcefulness and common sense; be proactive • Ability to work as part of an integrated multi-skilled team • Organised and reliable • Willingness to work towards professional and performance objectives • Conscientious • Ability to work under pressure • Flexible, a good team worker and be able to work independently • Good interpersonal skills to build and maintain effective relationships with patients and colleagues • Be able to work calmly under pressure in a busy working environment 	