

Post: Medical Receptionist

PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

Criteria	Essential	Desirable	How assessed
Personal Traits	Team player Motivated Enthusiastic Customer service focused Tact and diplomacy Excellent communication	Able to communicate with a variety of internal and external colleagues	A, I & R
Qualifications and Training	Minimum 3 standard grades including English and Maths or can demonstrate equivalent experience.	Medical terminology training Customer Service	C
Experience and Knowledge	Knowledge in using a range of databases Experience of working within the Healthcare Industry Previous experience in reception duties	Use of Vision, Docman, SCI Gateway Experience of working within a GP surgery Coding knowledge	A & I
Skills and/or Abilities	Well developed keyboard skills Good organisational and communication skills Manage time effectively, prioritising work to meet competing demands		A & I
Specific Job requirements	Dealing with difficult situations Managing anti-social behaviour and verbal abuse Confidentiality Lone working for short periods		A & I

Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T = Test or exercise
P = Presentation	R = References