

**Person Specification
Clinic Receptionist**

	Essential Requirement	Desirable Requirement
Education/ qualifications	Education to GCSE Grade C or above (or equivalent)	Professional Computer qualifications e.g. ECDL Typing qualifications (RSA standard) Courses attended in medical terminology
Experience	Administration including document filing and accessing. Information technology sufficient to navigate the clinical operating system in order to show competency in using PC terminals including use of Microsoft Windows, Word Experience of working with the public in either the private or public sector Typing experience at 40 words per minute	Document scanning PPS basics ; Microsoft Excel, Word and Power point Health sector experience Medical receptionist role. Typing experience at 60 – 80 words per minute Medical dictation
Knowledge and Skills	Communication skills: able to speak and write clearly so that others can understand him/her when communicating verbally (face to face and via the telephone) and in writing. Interpersonal skills: the sensitivity and confidence to deal with difficult situations effectively, including patients who may be distressed or angry.	Skills with Medical computer systems, Document management or electronic filing systems, PBAX office telephone systems
Attributes	Highly organised and able to prioritise workloads Calm disposition & able to work under pressure Dependable and flexible A team player who will naturally support others and seek assistance when needed. Commitment to confidentiality	
Flexibility	Highly flexible and be able to work as part of a team. High expectation of self and others.	