



PORTREE MEDICAL CENTRE

PERSON SPECIFICATION

MEDICAL RECEPTIONIST

ATTRIBUTES	ESSENTIALS	DESIRABLE
Experience	<p>Dealing with the general public; in person, via telephone and electronically via email, in a professional, caring and friendly manner</p> <p>Dealing with high volumes of information simultaneously</p> <p>General administration experience</p>	<p>General practice/ health or care service experience</p> <p>Customer service experience</p> <p>Experience of working within a very busy environment</p>
Education and Qualifications	<p>Excellent standard of written and oral English</p> <p>Good general education</p>	<p>A post school qualification in a relevant subject area</p>
Knowledge and Skills	<p>Understanding confidentiality issues</p> <p>Excellent IT skills</p> <p>Accurate keyboard skills and knowledge of Microsoft Office programs</p> <p>Excellent telephone manner, communication and listening skills</p> <p>Clear written and verbal message recording skills</p> <p>Ability to manage and deal with multiple demands</p> <p>Time and work management skills</p>	<p>Knowledge of the NHS and the place of Primary Care within the wider NHS Highland team.</p> <p>Experience of Medical IT systems: ideally Vision and Docman</p> <p>Knowledge and understanding of GDPR</p>
Personal Attributes	<p>Good team player</p> <p>Ability to cope well in difficult situations</p> <p>Ability to apply a fair and open mind</p> <p>Ability to apply initiative in developing situations</p> <p>Ability to work under pressure and to tight deadlines with an eye for detail</p> <p>Dependable and friendly</p> <p>Proactive and flexible</p>	