



PORTREE MEDICAL CENTRE

PERSON SPECIFICATION

MEDICAL RECEPTIONIST

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