



Receptionist

Person Specification

		<i>Essential</i>	<i>Desirable</i>	<i>how demonstrated</i>
Experience of:	Dealing with the public and/or customers		Yes	App / CV
	Working as the first point of contact in an organisation		Yes	App / CV
	Communication through various means (verbal, written, electronic, telephone)	Yes		App / Int
Key Skills & Abilities:	Excellent communication skills	Yes		App / Int
	Good telephone manner	Yes		Int
	Good prioritisation of tasks; the ability to manage own workload and quickly determine which tasks cannot be postponed	Yes		App / CV
	Ability to work flexibly	Yes		CV / Int
	The use of Word & e-mail; aptitude for the mastery of bookings software	Yes		App / CV
	Practical numeracy (percentages, VAT etc) and the ability to explain figures over the 'phone or via e-mail.		Yes	CV / Int
	Initiative and the confidence to make decisions quickly	Yes		CV / Int
Personal Qualities:	An outgoing, welcoming personality	Yes		Int
	The ability (and some enthusiasm!) for working as part of a team		Yes	Int / CV
	Preparedness to learn new skills	Yes		CV / Int
	Confident of physical ability to move or re-arrange furniture when the need arises	Yes		CV

K	Application: App
E	Curriculum Vitae: CV
Y	Interview: Int