

PERSON SPECIFICATION

POST: Casual Receptionist

GRADE: 2

ESSENTIAL REQUIREMENTS		Assessment Criteria
Skills		
a.	Able to demonstrate the ability to communicate and handle enquiries from the customer correctly	AF/I
b.	Basic literacy & numeric skills	AF/I
c.	Attention to detail	AF/I
d.	Ability to meet deadlines	AF/I
e.	Ability to work without close supervision	AF/I
f.	Able to work as an efficient member of a team	AF/I
g.	Be able to use Microsoft Office & email	AF/I
Knowledge & Experience		
a.	Dealing with telephone and face to face enquiries	AF/Certificate
b.	Cash handling	AF/Certificate
c.	Experience of cash till operation	AF/Certificate
d.	Knowledge of customer care and techniques and their implications	AF/I
Other		
a.	Willingness to undertake future training; and ability to adapt to new systems/ ways of working	I
b.	Able to work unsocial hours	I
DESIRABLE REQUIREMENTS		Assessment Criteria
Skills		
a.	Able to do accurate, simple mental calculating	AF/I
Knowledge & Qualifications		
a.	Experience of stock control procedures / finances	AF/I
b.	Use of switchboard	AF/I
c.	Six months reception work	AF/I
d.	Completion of banking reconciliation sheets	

NOTE TO APPLICANTS:

Please demonstrate in your application on how you feel you meet the above requirements

KEY: I = Interview, P = Presentation, C = Certificate, AF = Application Form