

## PERSON SPECIFICATION

**POST: Receptionist**

**GRADE: 2**

The person specification is an important part of the recruitment process. It should be read carefully as it will form the basis of shortlisting and ultimately, appointing the successful applicant. You must demonstrate how you meet each of the following criteria in your application.

| ESSENTIAL REQUIREMENTS  | Assessment Criteria |
|---|---------------------|
| <b>Qualifications:</b>  |                     |
| <ul style="list-style-type: none"> <li>• MIS Trained</li> </ul>   | AF/I                |
| <b>Skills</b>   |                     |
| <ul style="list-style-type: none"> <li>• Able to demonstrate the ability to communicate and handle enquiries from the customers correctly.</li> </ul> | AF/I                |
| <ul style="list-style-type: none"> <li>• Basic literacy and numeric skills.</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Attention to detail.</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Ability to meet deadlines.</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Ability to work without close supervision.</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Able to work as an efficient member of a team.</li> </ul>  | AF/I                |
| <b>Experience &amp; Knowledge</b>   |                     |
| <ul style="list-style-type: none"> <li>• Knowledge of customer care techniques and their implications.</li> </ul>                                     | AF/I                |
| <ul style="list-style-type: none"> <li>• Dealing with telephone and face to face enquiries.</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Cash handling.</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Experience of cash till operation.</li> </ul>  | AF/I                |
| <b>Behaviours</b>   |                     |
| <ul style="list-style-type: none"> <li>• Professional</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Respectful</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Knowledgeable</li> </ul>   | AF/I                |
| <ul style="list-style-type: none"> <li>• Passionate</li> </ul>  | AF/I                |
| <ul style="list-style-type: none"> <li>• Solutions Driven</li> </ul>  | AF/I                |

| DESIRABLE REQUIREMENTS                               | Assessment Criteria |
|--|---------------------|
| <b>Qualifications:</b>                               |                     |
| •  | C/AF                |
| <b>Skills</b>  |                     |
| • Able to do accurate, simple mental calculating.    | AF/I                |
| • Able to work without close supervision.            | AF/I                |
| <b>Experience &amp; Knowledge</b>                    |                     |
| • Use of switchboard.                                | AF/I                |
| • Use of computerised systems.                       | AF/I                |
| • Completion of banking reconciliation sheets.       | AF/I                |
| • Experience of stock control procedures / finances. | AF/I                |
| • Six months experience of reception work.           | AF/I                |
| <b>Other</b>   |                     |
| • Smart, clean appearance                            | AF/I                |
| • Polite manner                                      | AF/I                |

**NOTE TO APPLICANTS:**

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

**KEY:** I = Interview, C = Certificate, AF = Application Form, T = Test