



Frome Valley Medical Centre

CARE NAVIGATOR/RECEPTIONIST

Person Specification

Essential Skills and Experience	Desirable Skills and Experience
• Excellent customer service skills • Previous experience or training in customer service • Previous experience with telephone or reception skills • Friendly and out-going • Computer literate with excellent keyboard skills • Excellent telephone skills • Empathetic and responsive to patient needs • Ability to use own initiative • Ability to communicate clearly • Ability to work under pressure • A friendly, sympathetic and reassuring manner • Understand and observe confidentiality rules • Able to work within a large and busy team • Flexible attitude • Good communicator, verbal and written	• Previous experience in primary care • Competent user of Microsoft Office • Knowledge / experience in a healthcare setting • Previous experience of using EMIS computer system