

Receptionist – Person Specification

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Working knowledge and experience within a reception environment. • Basic IT knowledge and literacy. • Experience of cash handling. • Knowledge of Microsoft Excel and Word 	<ul style="list-style-type: none"> • Basic knowledge of daily procedures or work experience within a local government environment. • Knowledge of electronic booking systems. • Health and safety
Skills	<ul style="list-style-type: none"> • Ability to work alone and under pressure. • Ability to work as part of a team and under own supervision. • Good standard of literacy and numeracy. • Excellent communication skills. • Good customer care skills. • Ability to handle customer complaints in an appropriate manner. • Good administration skills. 	<ul style="list-style-type: none"> • Customer care certificate. • First aid qualification. • Ability to identify and resolve problems in communication that may arise when dealing with customers with special needs. • Organisation skills. • Decision making. • Marketing/selling experience.
Attributes	<ul style="list-style-type: none"> • Presentable in personal appearance. • Approachability to staff and customers. • Good level of self-motivation. Outwardly enthusiastic and confident. • Show a flexible approach to work. • Provide support to others. Good listener. Adaptable and approachable. 	
Other	<ul style="list-style-type: none"> • Knowledge of Bridgnorth 	<ul style="list-style-type: none"> • Ability to work occasional unsociable hours/ weekends