



Frome Valley Medical Centre

CARE NAVIGATOR/RECEPTIONIST

Person Specification

Essential Skills and Experience	Desirable Skills and Experience
<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Previous experience in primary care• Competent user of Microsoft Office• Knowledge / experience in a healthcare setting• Previous experience of using EMIS computer system