



Kepier

Person Specification - Receptionist

Minimum Essential Requirements		Method of Assessment
Work Related Skills and Knowledge	Demonstrably high levels of customer service	Application Form/Interview
	Good interpersonal skills	Interview
	Effective communication skills	Interview
	The ability to work with tact and diplomacy	Application Form/Interview
	Ability or experience of working effectively within a busy environment	Application Form/Interview
	Ability or experience of capability in dealing with multiple tasks	Application Form/Interview
	The ability to remain calm and patient in difficult situations	Interview
Experience/Education/Training	Good basic education (including GCSE grade A* - C in Maths and English or equivalent, for example NVQ level 2)	Application Form/Interview
	Good ICT skills including high standards of word processing	Application Form/Interview
	Experience or ability to carry out administrative tasks, including the ability to present work clearly and professionally	Application Form/Interview
Other Requirements	A flexible approach to working	Application Form/Interview
	A proactive approach to working	Application Form/Interview
	Experience of interacting effectively with a broad range of people	Application Form/Interview
	A commitment to training and development	Application Form/Interview
	Ability to work with or without direct supervision	Application Form/Interview