

PERSON SPECIFICATION
Receptionist



Note to applicant: when completing your application form, you should demonstrate the extent to which you meet the essential and desirable criteria below.

In addition to the requirements outlined below, as ambassadors of Tees Active, you should also be able to demonstrate the following qualities:

• Enthusiasm	• Commitment to service excellence
• Excellent communication skills	• A genuine desire to work closely with our customers
• Professionalism	• Flexibility
• High personal standards	

Requirements	Essential	Desirable	Evidenced
EDUCATION & TRAINING			
1. No formal qualifications are required for this post, required training will be made available			
2. Good numerical and literacy which may be subject to assessment	√		Application form
3. BTEC Admin Studies		√	Application form
4. Formal customer service course/training		√	Application form
5. The European Computer Driving Licence or equivalent		√	Application form
EXPERIENCE, KNOWLEDGE & UNDERSTANDING			
6. One year's experience in an administrative/reception role	√		Application form & interview
7. Proven experience of dealing with customers, preferably front of house	√		Application form & interview
8. Previous switchboard experience		√	Application form & interview
9. Cash Handling		√	Application form & interview
10. Electronic Tills		√	Application form & interview
11. Bookings		√	Application form & interview
12. Dealing with enquires		√	Application form & interview
SKILLS & ABILITIES			
13. Ability to work effectively and respond well under pressure	√		Application form & interview
14. Ability to provide a welcoming environment	√		Application form & interview
15. Skilled and confident in customer service and communication	√		Application form & interview
16. Ability to deal with difficult situations and customers	√		Application form & interview
17. Organised and efficient administrative skills		√	Application form & interview
18. Self motivated, with the ability to work with minimal supervision	√		Application form & interview
19. Excellent communication skills both face to face and over the telephone	√		Application form & interview
20. Ability to apply set procedures	√		Application form & interview
PERSONAL QUALITIES & ATTRIBUTES			
21. Well presented, friendly and approachable	√		Interview
22. Co-operative and supportive team player	√		Application form & interview
23. Confidence when working with a wide range of people	√		Application form & interview
MISCELLANEOUS			
24. Flexible and willing to cover for absences within the team	√		Interview
25. Able to carry out duties as per job description	√		Application form & interview