

University of Reading Medical Practice

Specimen Job Description – Receptionist

Job Title:	Receptionist
Responsible to:	Senior Receptionist
Responsible for:	N/A
Job Purpose:	To ensure that the reception area of the Practice runs smoothly, provides a high level of service to patients, doctors, nurses and other members of the Practice team

Duties and Responsibilities	
Telephone Duties	
1.	Making appointments
2.	Contacting patients as required
3.	Giving out results
4.	Home visit requests
5.	Deal with general enquiries and complaints
6.	
Reception Duties	
6.	Register new patients and temporary residents
7.	Greet and direct patients and visitors
8.	Making appointments
9.	Handing out prescriptions
10.	Ensure outstanding queries are explained and handed over to next shift, as necessary
11.	Respond to needs of doctors and nurses during surgery
12.	Collect payments from patients for non-NHS services
13.	Deal with general enquiries and complaints
Filing	
14.	Pulling notes when requested
Prescriptions	
15.	Dealing with requests for repeat prescriptions
16.	Raising prescriptions as per Practice protocols
17.	Dealing with queries relating to repeat prescriptions
General	
18.	Input and extract information from Practice computer system
19.	Scanning of patients letters onto EMIS
20.	General housekeeping (e.g. keeping reception and waiting areas tidy) Observe health and safety guidelines at all times
21.	Sorting & distribution of external, internal and hospital post. Frank post as required
23.	Any other reasonable duties as necessary

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Specimen Person Specification – Receptionist

Job Title:	Receptionist
Recruiter:	Senior Receptionist / Practice Manager
Date:	18 th November 2015

Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE Mathematics C or above		✓
GCSE English C or above		✓

Experience	Essential	Desirable
Experience of working with the general public		✓
Experience of reception work		✓
Experience of working within General Practice		✓

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills		✓
Clear, polite telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills		✓
Interpersonal skills		✓

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Using initiative	✓	
Team working	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
Knowledge of EMIS		✓