

# Yeovil Town Council JOB SPECIFICATION

Job Title: Receptionist



	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working within a customer orientated environment</li> <li>• Experience of using own initiative</li> <li>• Experience of working with others</li> <li>• A minimum of 4 'GCSE 'or equivalent qualifications including Maths and English at Grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an office environment; and/or a reception</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Customer service</li> <li>• Computer literate, including ability to use Microsoft excel, word, outlook and powerpoint</li> <li>• Excellent administration skills</li> <li>• Excellent communication skills – verbal and written.</li> <li>• Problem solving skills</li> <li>• Interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to handle customer complaints in an appropriate manner</li> </ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Planning and organising</li> <li>• Performing under pressure</li> <li>• Flexibility</li> <li>• Team working</li> <li>• Self-motivating</li> <li>• Confidentiality</li> <li>• Provide support to others</li> </ul>	

August 2019