



Person Specification – Patient Service Coordinator

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| JOB TITLE: | PATIENT SERVICE COORDINATOR |
| RECRUITING MANAGER: | Practice Manager & Reception Manager |
| DATE: | April 2021 |

| QUALIFICATIONS | Essential | Desirable | MET |
|--|------------------|------------------|------------|
| • Good standard of general education | ✓ | | |
| • National 5 Mathematics or equivalent | ✓ | | |
| • National 5 English or equivalent | ✓ | | |

| EXPERIENCE | Essential | Desirable | MET |
|--|------------------|------------------|------------|
| • Experience of working with others | ✓ | | |
| • Experience of using own initiative | ✓ | | |
| • Experience of customer service | | ✓ | |
| • Experience of using Microsoft Office programs | ✓ | | |
| • Practical experience of computerised recording systems | | ✓ | |

| SKILLS | Essential | Desirable | MET |
|--|------------------|------------------|------------|
| • Good communication skills (Written and Oral) | ✓ | | |
| • IT and Keyboard skills | ✓ | | |
| • The ability to follow procedures and work to deadlines | ✓ | | |
| • Ability to handle situations of potential conflict | ✓ | | |
| • Problem solving | | ✓ | |
| • Interpersonal skills | ✓ | | |

| BEHAVIOURS | Essential | Desirable | MET |
|-----------------------------|------------------|------------------|------------|
| • Planning and organising | ✓ | | |
| • Performing under pressure | ✓ | | |
| • Adaptability to change | ✓ | | |
| • Team working | ✓ | | |
| • Self motivated | ✓ | | |
| • Flexibility | ✓ | | |
| • Confidentiality | ✓ | | |

| KNOWLEDGE | Essential | Desirable | MET |
|--|------------------|------------------|------------|
| • An understanding of a General Practice Reception environment | | ✓ | |