

Great Yarmouth and Waveney Out of Hours

PERSON SPECIFICATION

CALL HANDLER

	Criteria	(D)esirable or (E)ssential
Qualifications and Training	Good level of English and IT skills	E
Knowledge, Skills and Abilities	Calm, confident telephone manner	E
	Excellent listening skills	E
	Excellent interpersonal skills	E
	Ability to handle patients (both on the telephone and in person) who may be angry or distressed	E
	Ability to work under pressure and to prioritise patient needs	E
	Be computer literate and adaptable in using different software	E
Experience	Call Centre experience	D
	General Office experience	D
	Audio typing experience	D
Personal Qualities	Exercise tact and discretion at all times	E
	Demonstrate initiative to handle any unforeseen events during a shift	E
	Demonstrate flexibility towards new working practices and towards working hours	E
	Team player	E