**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Client Services Coordinator (OOH) – Part Time | **Job ref no:** | CSS-0176-25 |
| **Grade:** | 3 | **Department:** | Clinical Science and Services – Queen Mother Hospital for Animals |
| **Accountable to:** | Client Services Manager | **Responsible for:** | n/a |
| **PS created by/ or reviewed by:** | Michelle Bhogal | **Date PS created/ reviewed:** | 20 December 2022 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| **Knowledge & Experience** | Knowledge and experience of windows-based systems, Microsoft Office, Word, Excel, and Teams.  To have knowledge and the ability to maintain a case record filing system.  To have experienced excellent customer service.  To have knowledge of cash handling and/or financial experience. | Experience of practise management systems.  Experience of a multiline telephone system.  Knowledge of veterinary/medical terminology.  To have worked in an out of hours or within an emergency environment.  Knowledge or experience in dealing with bereavement. |
| **Communication** | A high standard of spoken and written English with the ability to communicate effectively with all contacts.  Ability to accurately gather and record information in computerised records.  Ability to receive and provide constructive feedback.  Experience greeting all clients and visitors calmly and professionally and being able to talk to them regarding any information they may need.  The ability to remain calm and assertive under pressure and the ability to use tact and discretion when dealing with difficult or sensitive, personal, or financial situations/issues. |  |
| **Service Delivery** | Demonstrate excellent customer service skills and ability to build client rapport.  General accounts knowledge including cash handling and financial transaction recording.  Experience of billing clients on a computerised system.  To understand insurance claim forms and be able to resolve queries promptly and accurately.  To be able to accurately record all information given by clients and make appropriate judgments on the next action required.  The ability to empathise with anxious or upset clients and be sensitive to their needs.  The ability to deal professionally, sensitively, and promptly with all external and internal telephone calls.  To be able to work various shifts in accordance with a monthly produced team rota. |  |
| **Teamwork & Motivation** | Dynamic and positive attitude with the ability to promote by example a culture of cooperation and teamwork to all by being a key contributor to a successful Front of House team.  Ability to liaise and work alongside all levels of staff and to demonstrate a punctual, flexible, and positive attitude to work and change.  Ability to work on own initiative with or without supervision and ability to self-motivate and to motivate others.  Ability to actively work to uphold and promote the RVC values of, professionalism and commitment, compassion and caring, dedication to quality and innovation, devotion to the advancement of knowledge and the alleviation of suffering. |  |
| **Initiative & Problem Solving** | Ability to work on own initiative and without close supervision.  Ability to work well under pressure in a busy and sometimes stressful environment.  Ability to demonstrate a ‘can do’ positive approach when faced with problems.  Can demonstrate a strong ability to problem solve and resolve issues with the team. |  |
| **Planning and Organisation** | Excellent time management and the ability to manage one’s own time.  Excellent attention to detail and being able to duplicate information accurately.  The ability to work in an efficient and organised manner.  The ability to handle multiple tasks, especially when under pressure. |  |
| **Work Environment** | Ability to keep all workspace areas tidy and organised.  Ensure all client’s focused areas are fully stocked, maintained and clean.  To withhold our RVC Behaviours Framework, which is a strategic initiative designed to enhance individual and organisational performance, with regards to self, to others and to the wider community. |  |