**CONTACT CENTRE AGENT – 15 HOURS PER WEEK**

We currently have a vacancy available for an individual to come and work in our innovative Contact Centre, where you will be the first point of contact for patients calling in to the Practice, handling appointment requests and enquiries, and also providing navigational help through our eConsult service.
Portsdown Group Practice is the largest primary care provider on the south coast, providing care for 44,000 patients across 6 sites in the Portsmouth area.

The ideal candidate will possess strong IT skills. Knowledge of General Practice medical systems would be advantageous but full training would be provided. You will need to be able to demonstrate excellent customer service / care skills, as well as strong communication skills.
If you can work to high standards, are flexible and reliable, with excellent interpersonal and communication skills, and can deliver a high quality of care in a busy environment, we would like to hear from you.

This post would be suitable for someone with previous experience of dealing with incoming call queries.
Please contact the surgery if you require any further information regarding working patterns.

**MUST be available for interview on the 3rd April 2019**