

Job Description – Receptionist

POSITION	Receptionist
REPORTS TO	Dental Practice Manager
FUNCTIONAL RELATIONSHIPS	Patients Dentists Dental Surgery Assistants Dental Hygienists Sterilisation Coordinator Dental Technicians Supply Company Representatives
STAFF RESPONSIBILITIES	None
OVERALL OBJECTIVE OF THE POSITION	The main purpose of this job is to provide reception and administrative services for the dental practice.
KEY OBJECTIVES / TASKS / RESPONSIBILITIES	PERFORMANCE INDICATORS / OUTCOMES
1. A welcoming reception and administrative service is provided to patients, staff and visitors	<ul style="list-style-type: none"> • All incoming telephone calls are dealt with efficiently and courteously, and accurate information is given to the patient or caller. • All people attending the practice are welcomed and dealt with courteously and promptly in a culturally sensitive manner. • Patients complete required documentation on arrival and are assisted to do so if required. • Reception and waiting room areas are clean, tidy and well-presented at all times. • Answerphone is checked and cleared frequently.
2. Bookings, notes and follow up are managed accurately and efficiently	<ul style="list-style-type: none"> • Patients are recalled systematically, efficiently and as required. • Patient notes are filed, retrieved and maintained accurately, and in good order. • Appointments are recorded accurately in the appointment system, including meetings, holidays and non-clinical activities. • Appointments are altered and rearranged courteously and promptly as required. Cancelled appointments are rebooked as efficiently as possible; maximum effort is made to minimise lost clinical time for dentists and hygienists.
3. Accounts and financial activities are managed accurately and efficiently	<ul style="list-style-type: none"> • Patients are invoiced for treatment after each appointment as instructed by the dentist or dental hygienist. • Payments are received and receipted after the appointment or payment is organised with the receptionist. • Overdue accounts and late payments are followed up fortnightly. • ACC, Ministry of Health and other government dental subsidies are understood.
4. Word processing and computer data entry are completed regularly, quickly and accurately	<ul style="list-style-type: none"> • Computer data, including financial and patient information, are entered as required. • Computer files are backed up daily.

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	<ul style="list-style-type: none"> Word processing for letters, reports, memoranda and other documents is completed within one day, or more urgently if requested.
5. General office administration is completed efficiently and regularly	<ul style="list-style-type: none"> Administration support is provided to all dentists and dental hygienists. Stationery supplies are reordered within the guidelines of the practice so that adequate stocks are maintained to ensure consistent availability. The accident and incident book is maintained. Courier dispatches and deliveries are arranged and received.
6. Personal conduct maintains and enhances the professional reputation of the practice	<ul style="list-style-type: none"> A neat and tidy appearance is always maintained. In particular, hair below the collar should be tied back and minimal jewellery worn. Positive interaction should be maintained at all times with patients, families, staff of the practice and all people who interact with the practice. Willingness to undertake other appropriate tasks delegated by the dentist or practice manager. Seminars, staff meetings and training are attended as required.
IDEAL PERSON SPECIFICATION <ul style="list-style-type: none"> Previous experience in a dental or medical practice is beneficial Demonstrated administrative skills Demonstrated organisational skills with a systematic and methodical approach High level of interpersonal skills, able to communicate clearly and effectively with a wide range of people from diverse backgrounds, able to assert oneself confidently and tactfully Demonstrated ability to work effectively under fluctuating levels of pressure People skills that show a good working relationship in a multi-disciplinary team Experience using a range of software packages effectively, including Exact Experience planning time to meet deadlines Experience cash handling Neat and tidy, with grooming appropriate to a clinical setting Punctual and reliable work attendance Current driver's licence 	