

## Job Description – Front of House

<b>POSITION</b>	<b>Front of House</b>
<b>REPORTS TO</b>	Directors, Practice Manager
<b>FUNCTIONAL RELATIONSHIPS</b>	<p>Patients</p> <p>Dentists</p> <p>Dental Surgery Assistants</p> <p>Dental Hygienists</p> <p>Sterilisation Coordinator</p> <p>Dental Technicians</p> <p>Accountant</p> <p>Supply Company Representatives</p>
<b>STAFF RESPONSIBILITIES</b>	<p>Dental Receptionist</p> <p>Dental Surgery Assistants</p>
<b>OVERALL OBJECTIVE OF THE POSITION</b>	<p>The main purpose of this job is to be responsible for the day-to-day operation of the practice, while creating a positive and patient focused culture within the practice. To be responsible for dental surgery equipment, overseeing ordering of stock, Xero reconciliation, rostering, compliance management, health and safety, and patient management. On occasion you may be required to provide chairside clinical assistance to the dentist when they are performing dental procedures, and to ensure a safe and efficient environment for patients receiving dental care.</p>
<b>KEY OBJECTIVES / TASKS / RESPONSIBILITIES</b>	<b>PERFORMANCE INDICATORS / OUTCOMES</b>
<p>1. A welcoming reception and administrative service is provided to patients, staff and visitors</p>	<ul style="list-style-type: none"> <li>• All incoming telephone calls are dealt with efficiently and courteously, and accurate information is given to the patient or caller.</li> <li>• All people attending the practice are welcomed and dealt with courteously and promptly in a culturally sensitive manner.</li> <li>• Patients complete required documentation on arrival and are assisted to do so if required.</li> <li>• Reception and waiting room areas are clean, tidy and well-presented at all times.</li> <li>• Answerphone is checked and cleared frequently.</li> </ul>
<p>2. Accounts and financial activities are managed accurately and efficiently</p>	<ul style="list-style-type: none"> <li>• Regular (daily/weekly) reconciliation of Xero.</li> <li>• Assists with budget preparation.</li> <li>• Monitors control of expenditure and levels of income to ensure budget is achieved.</li> <li>• Prepares monthly analysis of dental practice income and expenditure.</li> <li>• Ensures systems are in place for the receipting of all income and expenditure, and that staff are trained in the processes involved.</li> <li>• Ensures all monies received are banked regularly and correctly.</li> <li>• Ensures overdue debts are pursued and an accurate record of practice debtors maintained.</li> <li>• Prepares or arranges the preparation of claims with Health Benefits Limited, checking the claims for accuracy and submitting monthly.</li> <li>• Staff time sheets and contractors' accounts are checked for accuracy.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Prepares fortnightly salary, wage and contractor payment schedule, including calculation of appropriate PAYE, ACC and other deductions, ensuring accurate and timely payment.</li> <li>• Maintains the fixed asset and inventory records accurately.</li> <li>• Patients are invoiced for treatment after each appointment as instructed by the dentist or dental hygienist.</li> <li>• Payments are received and receipted after the appointment or payment is organised with the receptionist.</li> <li>• Overdue accounts and late payments are followed up fortnightly.</li> <li>• ACC, Ministry of Health and other government dental subsidies are understood.</li> </ul>
<p>3. To manage complaints, privacy and health and safety and associated legal requirements of the practice</p>	<ul style="list-style-type: none"> <li>• Undertakes the role of Privacy Officer for the dental practice ensuring the requirements of the Privacy Act and associated codes are met.</li> <li>• Ensures complaints and enquiries to the dental practice are responded to promptly and within the requirements of the Code of Patient Rights.</li> <li>• Ensures requirements of the Health and Safety Act are met and that staff are trained in the requirements of the dental practice.</li> <li>• Monitors changes in policies, legislation and regulations affecting the dental practice and advises the dentist-in-charge appropriately.</li> </ul>
<p>4. Bookings, notes and follow up are managed accurately and efficiently</p>	<ul style="list-style-type: none"> <li>• Patients are recalled systematically, efficiently and as required.</li> <li>• Patient notes are filed, retrieved and maintained accurately, and in good order.</li> <li>• Appointments are recorded accurately in the appointment system, including meetings, holidays and non-clinical activities.</li> <li>• 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.</li> </ul>
<p>5. To advise and implement marketing of the dental practice</p>	<ul style="list-style-type: none"> <li>• Conducts two 'patient satisfaction' surveys per year.</li> <li>• Maintains and updates practice website and social media channels.</li> <li>• Maintains and updates patient information leaflets for the practice in discussion with the dentists, dental hygienists, oral health therapists and practice directors.</li> </ul>
<p>6. To take responsibility for dental practice administration</p>	<ul style="list-style-type: none"> <li>• Ensures dental record filing, patient bookings, incoming and outgoing mail reception and dispatch, and other administration provides efficient and safe operation of the dental practice and is undertaken accurately and correctly.</li> <li>• Oversees the cleaning, maintenance and security of the dental practice.</li> <li>• Arranges, attends and ensures the recording of a fortnightly staff meeting.</li> <li>• Administration support is provided to all dentists and dental hygienists.</li> <li>• Roster management of dental staff to best utilise the appointment book, includes managing annual and sick leave.</li> <li>• Stationery supplies are reordered within the guidelines of the practice so that adequate stocks are maintained to ensure consistent availability.</li> <li>• The accident and incident book is maintained.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Courier dispatches and deliveries are arranged and received.</li> <li>• Maintains a contract with appropriate information technology support companies to maintain dental practice computer hardware and software.</li> <li>• Ensures staff are trained in the operation of practice software.</li> </ul>
7. Word processing and computer data entry are completed regularly, quickly and accurately	<ul style="list-style-type: none"> <li>• Computer data, including financial and patient information, are entered as required.</li> <li>• Computer files are backed up daily.</li> <li>• Word processing for letters, reports, memoranda and other documents is completed within one day, or more urgently if requested.</li> </ul>
8. To liaise and maintain contact with external organisations associated with the dental practice	<ul style="list-style-type: none"> <li>• Ensures 'after hours' dentist cover is arranged with associated dental practices.</li> <li>• Liaise with relevant companies for any dental equipment repairs and servicing.</li> <li>• Liaises with the Ministry of Health, Accident Compensation Commission, New Zealand Dental Association and other agencies assisting the operation of the dental practice.</li> </ul>
9. Personal conduct maintains and enhances the professional reputation of the practice	<ul style="list-style-type: none"> <li>• A neat and tidy appearance is always maintained. In particular, hair below the collar should be tied back and minimal jewellery worn.</li> <li>• Positive interaction should be maintained at all times with patients, families, staff of the practice and all people who interact with the practice.</li> <li>• Willingness to undertake other appropriate tasks delegated by the dentist or practice manager.</li> <li>• Seminars, staff meetings and training are attended as required.</li> </ul>
<b>IDEAL PERSON SPECIFICATION</b>	
<ul style="list-style-type: none"> <li>• At least two years' experience in a dental or medical practice is beneficial</li> <li>• Demonstrated administrative skills</li> <li>• Demonstrated organisational skills with a systematic and methodical approach</li> <li>• 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</li> <li>• Demonstrated ability to work effectively under fluctuating levels of pressure</li> <li>• People skills that show a good working relationship in a multi-disciplinary team</li> <li>• Experience using a range of software packages effectively, including Exact</li> <li>• Experience planning time to meet deadlines</li> <li>• Experience cash handling</li> <li>• Neat and tidy, with grooming appropriate to a clinical setting</li> <li>• Punctual and reliable work attendance</li> <li>• Professional, approachable and friendly with great work ethic</li> <li>• Current driver's licence</li> </ul>	