

POSITION	Receptionist
REPORTS TO	Dentist or Dental Practice Manager
FUNCTIONAL RELATIONSHIPS	<p>Patients</p> <p>Dentists</p> <p>Dental Surgery Assistants</p> <p>Dental Hygienists</p> <p>Sterilisation Coordinator</p> <p>Dental Technicians</p> <p>Supply Company Representatives</p>
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.

	<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.
<p>IDEAL PERSON SPECIFICATION</p> <ul style="list-style-type: none"> • Demonstrated administrative skills • Demonstrated organisational skills with a systematic and methodical approach • High level of interpersonal skills, able to communicate 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 • 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 	

Date effective: _____

Position description prepared by: _____