

Front Desk/Receptionist

Position Description

Job title: Front Desk/Receptionist

Reports to: Practice Manager

Primary Objectives:

Essential Duties and Responsibilities:

1. Answering the telephone

- Attend to patient calls regarding appointments & other enquiries e.g. accounts
- Attend to non-patient enquiries
- Take messages
- Promptly answer the phone with a polite & courteous manner
- Consistently meet established practice protocols & cope with simultaneous periods of high telephone activity and high 'live' personal interactions

2. Greeting patients

- Greet patients/visitors by name, smile & convey warmth when interacting with patients
- Once patient's consultation is complete, organise next appointment (if appropriate) and secure payment in a friendly way

3. Appointment book management

- Responsible for ensuring that there are no appointment gaps and that patients turn up for appointments
- Make, amend, confirm and cancel appointments
- Fill appointment gaps
- Make courtesy calls – post/op
- Ensure calls are an appropriate duration
- Discourage patients from cancelling appointments at short notice

4. Recall system

- Responsible for managing the practice's recall system

- Ensure 100% of patients are contacted at the appropriate time & at least 80% make an appointment. The balance of 20% who didn't make an appointment are all recontacted within 3 months

5. Comply with practice protocols

- Comply with established practice protocols and policies
- Complete daily checklists

6. Correspondence, filing & record management

- Process referral letters and other practice correspondence within 24 hours of receipt from dentist
- Manage the assembling of patient's records and the filing of patient records and correspondence
- Assemble patient's files and files away within 1 working day
- Archive records annually where relevant

7. Booking laboratory jobs

- Accurately book and coordinate lab jobs
- Follow up regularly so that lab jobs are ready for the patient appointment

8. Credit management

- Ensure fees are invoiced accurately daily
- Prepare and check daily the following:
 - fees to activity
 - fees allocated to correct patient
 - fees to provider
- Responsible for the management of debtors by following up outstanding debts and ensuring collection within 1 week of date of service provided

9. Keeping reception and waiting room tidy

- Regularly clean and tidy the reception area
- Ensure reading material is always up-to-date

Occupational Health & Safety:

All employees are required to co-operate with the OH&S policy and program initiatives to ensure their own health and safety and the health and safety of others in the workplace. This includes following safe work practices, reporting OH&S incidents, injuries and contributing to investigations and improvement initiatives. Finally, it means using office equipment correctly and understanding the importance of a healthy work/life balance

Essential Requirements:

To perform this job successfully, the individual must be able to perform each of the above outlined duties (essential duties and responsibilities) satisfactorily. The individual must be able to demonstrate a passion and a commitment to dentistry. The requirements listed are representative of the knowledge, skill and/or ability required.

Essential Behaviours / Skills	Essential Qualifications / Knowledge
<ul style="list-style-type: none">• Excellent written and oral communication skills• Exceptional time management skills• Ability to take initiative• Strong organisational skills, specifically administrative and time management•	<ul style="list-style-type: none">• Experience in a front desk role at a dental or medical practice may be required
Business Experience	Preferred
<ul style="list-style-type: none">•	<ul style="list-style-type: none">••