

Job title: Receptionist

Department: Administrative

Reports to: Office manager and dentist

Summary: A dental receptionist is responsible for greeting and assisting patients from the moment they call or enter the practice.

First impression:

- Answers phone with a professional and warm tone. "Thank you for calling _____. This is _____. How may I help you?"
- Greets patients at check-in with a smile.
- Makes patients feel welcome from the moment they call or arrive in the office.

Transfer callers:

- Transfers calls to the appropriate team member.
- Delivers messages to clinical team members by posting to their boards.

Patient information: *Ensures the following at each visit:*

- Patient demographics are accurate and up to date. These include address, phone number (cell or home), and email address.
- Medical history is up to date
- Dental Insurance and employer information is correct
- Signed documents are scanned and saved in patient Smart Doc

Transfer of information to other practice locations: *What to include:*

- Most recent patient registration
- Most recent medical history
- Note history report
- All images from last five years
- Account history report
- Insurance verification form
- Implant information if applicable
- Bone information if applicable
- Referral letters

Schedule: *Looking ahead*

- Makes sure all information has been received from previous dentist or specialist. If not, makes the calls and gets the information prior to patient arrival.
- Confirms that the correct providers are attached to appointments.
- Makes sure appointments for next two business days have been contacted.
- Makes sure insurance is verified on all patients with insurance. If not, alerts proper team member about who needs verification.

Schedule: *Appointments for patients who call*

- Schedules hygiene visit as indicated by hygienist's NV note
- Schedules simple appointments in the indicated area on schedule
- Refers all complex appointments to the appropriate schedule coordinators

Mail:

- Takes all outgoing mail to the pickup box each day.

Inventory:

- Maintains inventory of office supplies.
- Places needed items on order form.

Office:

- Participates in the daily chores to maintain a clean and safe dental office.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skill, and ability that are required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or experience:

- High school or GED
- 12 months of dental office experience
- Eaglesoft software experience

Language skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Reasoning ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer skills:

- Knowledge of Eaglesoft database software or the ability to learn Eaglesoft
- Basic understanding of computer uses such as navigating from one screen to another, printing, and typing in data

Physical demands:

- Standing, sitting, and walking for long periods of time
- Bending and stretching
- Lifting 50 pounds

To perform this job successfully, an individual should demonstrate the following competencies:

- ✓ Problem solving—Identify and resolve problems in a timely manner and use reason even when dealing with emotional topics.
- ✓ Customer service—Manage difficult or emotional customer situations, respond promptly to customer needs, solicit customer feedback to improve service, and respond to requests for service and assistance.

- ✓ Oral communication—Speak clearly and persuasively in positive or negative situations, listen and receive clarification, respond well to questions, and participate in meetings.
- ✓ Written communication—Write clearly and informatively and read and interpret written information.
- ✓ Teamwork—Balance team and individual responsibilities, exhibit objectivity and openness to others' views, give and welcome feedback, contribute to building a positive team spirit, put success of team above own interests, and support everyone's efforts to succeed.
- ✓ Cost consciousness—Conserve organizational resources.
- ✓ Ethics—Treat people with respect, inspire the trust of others, work ethically and with integrity, and uphold organizational values.
- ✓ Judgement—Include appropriate people in decision-making processes.
- ✓ Planning and organizing—Use time efficiently.
- ✓ Professionalism—Approach others in a tactful manner, react well under pressure, and treat others with respect and consideration regardless of their status or position.
- ✓ Quality—Demonstrate accuracy and thoroughness, and monitor own work to ensure quality.
- ✓ Safety and security—Observe safety and security procedures, determine appropriate action beyond guidelines, report potentially unsafe conditions, and use equipment and materials properly.
- ✓ Adaptability—Adapt to changes in the work environment, manage competing demands, and change approach or method to best fit a situation.
- ✓ Attendance and punctuality—Arrive at work consistently and on time.
- ✓ Dependability—Follow instructions, respond to management direction, take responsibility for own actions, complete tasks on time or notify appropriate person with an alternate plan.
- ✓ Initiative—Volunteer readily, seek increased responsibilities, and ask for and offer help when needed.
- ✓ Innovation—Meet challenges with resourcefulness, and generate suggestions for improving work.