

## Job Description for a Dental Receptionist

This job description is valid from Feb 2017

### **Title of Post**

The post is that of Dental Receptionist working for the Practice Owners (CDS Midlands Ltd) of the Practice.

### **Employment Duties**

The main employment duties of this post are:

1. To perform the reception duties of the Practice to the highest standards of efficiency
2. To further the interests of the Practice at all times

The job is to be performed to the highest standards. The performance of these duties is under the reasonable directions of the Practice Manager made known from time to time as appropriate.

Performance will be appraised annually in accordance with the Staff Appraisal Scheme.

### **The post-holder will:**

- Be responsible to the Practice Manager for their actions, responsibilities and practice tasks
- Work with all the staff in the practice and should carry out tasks with them in a professional manner, seek to establish and maintain productive relationships with them in order to promote mutual understanding and the highest standards of service delivery
- Liaise with the Practice Manager on all matters concerning administration ,pay and service conditions
- Identifying his/her own training and development needs to be discussed within staff appraisal

### **Key Tasks**

#### **1.0 Administrative / Reception**

1.1 Be aware of the importance of the receptionist's role in ensuring that every patient's visit is as pleasant and effective as possible

1.2 Greet patients at the desk and if required escort them to and from the surgery, dealing with the patients in a pleasant and accommodating manner

- 1.3 Make appointments for patients in person or on telephone for dental and hygiene visits
- 1.4 Be able to communicate comfortably and effectively with patients about money and accept payments for treatments in the appropriate manner
- 1.5 Dealing with financial transactions leading to full reconciliation at the end of the day
- 1.6 Answer the telephone in a professional manner and make telephone calls to patients as appropriate
- 1.7 Opening up of reception, checking ansaphone etc to start the business of the day. Ensure waiting area is clean and welcoming at all times
- 1.8 Be capable of using a computer system effectively and operate the computerised appointment system in the Practice
- 1.9 Administer the patient recall system
- 1.10 Be responsible for the input of new patient and change of address information onto the computer database
- 1.11 Be able to type letters if necessary
- 1.12 Ensuring that the Practice Manager knows about patient complaints and comments
  
- 2.0 General**
- 2.1 Ensure that medical emergency procedures, fire procedures, accident reports and the checking and maintenance of stock levels and equipment are maintained
- 2.2 Help provide a comfortable, attractive, clean and uncluttered environment for the patients
- 2.3 Maintain correct uniform and a professional manner and appearance
- 2.4 Be flexible with hours of work in the case of a dental emergency

### **3.0 Business Planning/Training**

- 3.1 Participate in the Practice business planning and pricing of services. Help to make agreed business objectives happen
- 3.2 Participate in a Practice marketing plan and help monitor results
- 3.3 Participate in courses and/or training as requested
- 3.4 Meet regularly with Practice Members to discuss aspects of the service and to consider improvements
- 3.5 Maintain awareness of new developments and dental techniques, and ensure that this information is passed onto to the other Practice Members
- 3.6 Help with the recruitment and selection of staff
- 3.7 Such other duties as is reasonable to perform

### **4.0 All Practice Members**

- 4.1 Ensure the practice is clean and tidy at all times

## **HEALTH AND SAFETY**

All Practice Members are required to acquaint themselves with health, safety and fire regulations and the accident notification system, whilst taking all possible steps to safeguard the health, safety and welfare of staff patients and colleagues during working hours, in accordance with the Health and Safety at Work Act 1974.

## **CONFIDENTIALITY**

All Practice Members should be aware of the need to preserve strict confidentiality in dealing with patients and should not disclose information obtained in confidence except to authorised persons or organisations

**DATA PROTECTION**

All Practice Members are required to comply with the Data Protection Act 1984 which regulates the use of computerised information.

**NO SMOKING POLICY**

The Practice has a no smoking policy on the Practice premises.

**Statement of Responsibilities**

The job description and allocation of particular responsibilities may be amended by agreement from time to time.

I have read and understood my Job Description

NAME ( )

Signed .....