



**DENTAL & ORTHO CLINIC**  
*Perfecting your smile is what we do*



## **Dental and Ortho (Pty) Ltd.**

### **Receptionist – Job Description.**

#### **Reports to: HR Manager.**

**Shift type:** Monday to Friday during clinic hours. Candidate will be required to work one day within a weekend as per the practice requirement.

#### **Job Summary**

The front desk receptionist plays a big role within Dental and Ortho as they are the medium between patients and the business. They are administrative support employees that is responsible for performing general administrative and clerical support duties, including managing the front office reception. The front desk reception will liaise daily with patients, telephonically and in person assisting with queries and transferring concerns to relative departments of Dental and Ortho.

#### **The front desk receptionist's job description includes, but not limited to the following principal duties:**

- Responsible for receiving patients by greeting them in person or on the telephone; answering or referring inquiries.
- Maintains employee and department directories as a guide for directing patients.
- Offers comfort to patients where necessary.
- Schedules meetings and travel for employees, as well as appointments for patients.
- Documents and communicates actions, irregularities, and continuing needs to maintain continuity among work teams.
- Contributes to team effort when required.
- Operates telephone at the front desk.
- Takes messages and communicates them to appropriate stakeholders.
- Handles outgoing mails; sorts and distributes incoming mails.
- Responsible for placing outgoing calls as needed.
- Drafts, reviews, and proofreads office documents and patient folders.
- Responsible for basic data entry as assigned.
- Maintains and stocks basic office supplies.
- Responsible for operating and maintaining office machines, including printers, copiers, and fax.
- Ensures compliance with company rules and regulations in the reception area.
- Assists dental assistants as well as dentist where possible.

### **Credentialing Requirements**

- Shall not have been convicted of a felony.
- Shall be able to read, write and speak effectively.
- Shall be able to operate a personal computer using Microsoft applications, such as Explorer, Outlook, Word, Excel etc to efficiently create and/or utilize an Electronic Medical Record.

### **Education**

- Must be in possession of a matric certificate.
- Administrative/Receptionist qualification (Desirable).

### **Experience**

- 1 - 2+ years' experience as a receptionist role (Desirable).

### **Physical Requirements:**

- Must be able to work flexible hours.
- Must be willing to work overtime if necessary.
- Must be able to read and interpret handwritten and typewritten print.
- Must be able to communicate by voice and detect sound by ear.
- Must be able to pass a criminal background investigation.
- Must be able to pass a 5-panel urine drug screen.
- Must have strong patient etiquette.

### **Working environment requirements:**

- Customer service skills: They require the ability to provide patients with support in a prompt, friendly, and timely manner. They must also be able to follow-up on a case through to resolution.
- Stress management skills: Front desk receptionists require the ability to maintain composure in high pressure and fast-paced environment.
- Listening and communication skills: They require the ability to actively listen to patients to deduce what their real needs are.
- Interpersonal skills: It is vital that they possess strong interpersonal skills to relate easily with patients of various personalities.
- Computer skills: Front desk receptionists should be proficient with Microsoft Office tools and possess strong keyboarding skills to perform their job successfully.
- Organizational skills: They must be Well-organized, detail-oriented, and multi-tasking, with the ability to effectively prioritize assignments.
- Technical skills: They require basic skills for operating and maintaining office machinery.