



Job Description

JOB TITLE: Front Desk Receptionist - Dental

DEPARTMENT: Clinic

EXEMPT: No

SUPERVISOR: Clinic Manager

SUMMARY

As front desk receptionist, the position serves a crucial customer service function. Greeting and screening patients effectively via telephone and through direct contact in a warm, comforting, welcoming, and appreciative manner is important. The front desk receptionist assists patients with completing forms and may collect payments. In addition, the dental receptionist may provide back up for the scheduling.

QUALIFICATIONS AND EDUCATION

- High school graduate or equivalent
- Previous dental clinic experience and/or customer service experience
- Strong communications skills, particularly verbal
- Enthusiastic with a strong desire to assure excellence in customer service and patient care
- Dependable and reliable
- Strong attention to detail
- Ability to work effectively with people of diverse backgrounds and experience
- Dentrix(dental software) or equivalent experience
- Epic experience

This position requires maturity, self-confidence and the ability to interact effectively with minimal supervision. This position requires a person who models the highest standards of professionalism and supports a team atmosphere. Cross-cultural sensitivity and appreciation and knowledge of racial and ethnic diversity are required.

RESPONSIBILITIES

- Open the dental clinic on time and prepare for patients.
- Greet and register patients in a friendly and welcoming manner.
- Send appropriate patients to the billing representative
- Assist patients with completing dental billing information.
- Complete registration and check in patient with detail and accuracy.
- Collect payments and write receipts for patients.
- Calculate fee slips and count money.
- Add walk-ins and late patients to the pool as per Open Access policies
- Manage the schedule and watch closely for possible openings to place pool patients in
- Work closely with the Clinic Manager and staff in a positive and effective way.
- Make daily reminder calls for all next day appointments and confirm in Softdent/Epic

- Develop daily patient “follow-up calls for “no-shows” to determine if patients would like to reschedule and to determine if there was a particular problem we could assist with in order for the patient to keep their appointment.
- Accept packages at the front desk and immediately call appropriate staff member to pick up their package and ensure that it is picked up in a timely manner
- Accept mail at the front desk and immediately call the staff member in charge of sorting the mail to pick it up
- Make sure all mail on the counter top is stamped and ready to give to the mail carrier daily
- Perform an hourly walk-through of the lobby and entrance to ensure they are clean and maintained