



PENNINGTON DENTAL

Job title: Receptionist

Responsible to: Practice Manager

Key responsibilities of position:

- Provide administrative support to all staff
- Provide a high level of customer service to all patients and visitors

Other responsibilities:

Reception

- Answer the telephone in a friendly, helpful and courteous manner
- Welcome all patients arriving at the practice
- Observe patient confidentiality at all times
- Ensure that the appointment system is efficient and accurate
- Collect and record patient payments

Administration and finance

- Ensure that patient records are completed correctly before filing them in an efficient, tidy and secure manner
- Compete and return payment forms – NHS and private schemes
- Encourage prompt payment and chase outstanding debts in accordance with the practice policy
- Liaise with dental laboratories, dental supply companies and other organisations as required
- Send out patient recalls
- Compile day sheets
- Keep the office, receptions area and waiting room clean and tidy
- Deputise for the practice manager
- Carry out regular stock-takes of the supply cupboard and notify the practice manager when supplies need re-ordering
- Comply with the practice policies and code of conduct as laid out in the Employee Handbook
- Undergo training when required to update and develop skills and abilities
- Comply with Health and Safety requirements

Measurement and performance criteria:

- Appointment system operates efficiently and patient waiting times are kept to a minimum
- Patient records are tidy and filed accurately
- Bad debts are kept to a minimum
- Office, reception area and waiting room are always clean and tidy
- Stock cupboard is always tidy and fully stocked

Relationships:

- With practice manager to ensure practice operates efficiently
- With clinical staff to ensure the appointment system operates efficiently and there is a smooth transfer of patient records
- With patients to ensure a high level of customer service

Levels of authority:

- None

Other conditions of job:

- Other duties as necessary for the efficient and safe operation of the practice
- May be required to work at other practice locations from time to time

Statement of Responsibilities

This job description is a guide to responsibilities rather than a complete list of duties. It will be periodically reviewed and may be amended by agreement from time to time.