

## Job Description

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**Job Title:** Receptionist  
**Function:** Operations  
**Reports to:** Practice Manager

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### The role

The Receptionist is responsible for providing an excellent level of customer care for all patients who attend the practice or make contact by telephone or electronically. The Receptionist completes administration tasks as required and works collaboratively with all colleagues.

### Key Accountabilities

#### Patient-focused

- Provide a high level of customer-focused service, using excellent communication skills both over the telephone and in person to put patients at ease and to encourage referrals and new patients.
- Answer the telephone in a professional and timely manner.
- Welcome patients and visitors to the practice and record attendance using the appropriate system, whether dental software or a visitors' book.
- Promptly deal with patient enquiries to a high level according to practice policies and protocols to ensure maximum utilisation of new patient appointments.
- Implement a recall system to ensure the reattendance of a maximum number of patients monthly.
- Understand and promote all services offered and use promotional/education literature as appropriate.

#### Operations

- Review the diary to follow up with patients who cancel or fail to attend an appointment, and ensure courtesy reminders are sent of upcoming appointments, and advise clinical teams of any scheduling problems.
- Manage adherence to appointment times, liaise with the clinicians and inform patients of any delay.
- Ensure patient records and personal data are processed in accordance with GDPR regulations, maintaining confidentiality, and ensure patient records are available for each clinical session
- Follow the referral procedure for referred patients, including liaising with referring clinicians as appropriate.

- Liaise with dental laboratories, supply companies and other organisations as required.
- Maintain a professional, clean and tidy appearance and attitude at all times.
- Ensure the reception and public areas are clean, tidy and well-presented to create a warm and welcoming environment

### **Administration**

- Complete administration tasks as required, including patient trackers, manual banking reports etc.
- Keep all records current, including, invoicing and receipting, daily banking, NHS claims (where applicable) and private scheme documents.
- Encourage prompt payments and chase outstanding debts according to the practice policy.

### **Skills and Experience**

#### **Essential:**

- Experience in a customer-facing reception environment.
- Passionate about offering first-class levels of customer service and support to patients and colleagues.
- Able to work collaboratively with all colleagues.
- Competent IT user

#### **Desired:**

- Experience within the dental industry.
- Previous diary management experience.

**Date:** September 2024      **Prepared by:** Practice Manager

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