

Front Desk Receptionist

Month ##, 20##

Name	
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Job Description

- The Front Desk Receptionist plays a crucial role within the practice, serving as the initial point of contact for patients.
- Greet patients immediately in a courteous and friendly demeanor while building rapport with patients.
- The Front Desk Receptionist creates an efficient experience for all patients and visitors, while taking appropriate action to assist, schedule, and book appointments. They receive a dental transfer of communication calls with direction and efficiency to the practice.
- Provide direction and information as required to in-office patients and collect required health information before eye exam.
- Update electronic records, file patient files and perform other routine clerical tasks as assigned by the Office Manager.
- Answer and maintain website inquiries for scheduling appointments and checking on orders, etc.
- Maintain patient records, third party billing and financial records and database as assigned.
- Order and maintain office supplies as needed.
- Type forms, letters, reports, and memos as necessary.
- Participate in personal and team development training and initiatives including staff meetings, continuing education and conferences.
- Establish and maintain effective working relationships with co-workers, leadership team, suppliers and the public.
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adhere to relevant health and safety procedures.
- Ensure that the appropriate evacuation procedures are carried out in the event of an emergency.
- Maintain the reception in a tidy and presentable manner.

Responsibilities can change without notice, may be updated frequently and are not limited to the list above.

Qualifications

- High school diploma or GED, or an acceptable combination of education and experience.
- (Insert number of years) years of experience working as a Front Desk Receptionist, or administrative assistant.
- Organized, flexible, and able to meet changing work needs and demands.

[Your Clinic Name or Logo Here]

- Knowledge of supplies, equipment, and/or services ordering, as well as inventory control of these items.
- Strong knowledge of Microsoft Office products, including Excel, Word, and PowerPoint.
- Excellent analytical and problem-solving skills.
- Superior written and verbal communication skills.
- Strong customer service orientation.
- CCOA certification is a strong asset.

Employee Signature

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