

## **Dental Clinic Receptionist - School of Medicine and Dentistry – Grade D**

---

### **Job Description**

#### **Purpose**

To provide a range of customer focused services and associated administrative tasks supporting the day to day running of a busy dental clinic and teaching suite.

#### **Duties**

1. The University of Central Lancashire dental clinic receptionists are the first point of contact for a wide range of visitors to the clinic including patients, students, staff, specialist practitioners, academics and company representatives and will be required support the following areas:
2. Monitor and audit appointment systems to maximise patient throughput.
3. Ensure all monies are taken for treatment and accounts letters sent and kept up to date.
4. Assist with the compiling of reports and records on practice performance.
5. Ensure lab work is dispatched to the appropriate surgeries on arrival.
6. Sort and deliver incoming mail to appropriate areas.
7. Ensure waiting areas, reception and storeroom is kept tidy in line with the clinic policy.
8. Be aware of health and safety and report any problem or concerns to senior team.
9. Deal with all verbal and electronic enquiries.
10. Adhere to the patient confidentiality and data protection policies.
11. Booking appropriate appointments.
12. Taking & receipting of all monies.
13. Maintain and accurately file records and update information from patients.
14. Ensure all notes /information is available appointments and up to date medical history forms are completed and signed.
15. Provide courtesy calls and send out appointments & reminders to patients.
16. Provide first response to complaints in line with company policy.
17. Be fully conversant with all emergency & evacuation procedures.
18. Always promote a professional image of the company.
19. Be up to date with all the services on offer.
20. Undertake any other duties commensurate with the role and grade as directed by the Head of School/Dean of Medicine and Dentistry

### **Person Specification**

#### **Knowledge, Skills, and Behaviours (Essential)**

- Experience of working in a patient facing team (Application/Interview).
- Experience of working with a patient-based booking system (Application/Interview).
- Excellent networking skills (Application/Interview).

- GCSEs in Maths and English at Grade C/Grade 4 or above (Application)
- Self-motivated and proactive in the approach to challenges and opportunities (Application/Interview).
- Excellent communication skills both verbal and written (Application/Interview).
- Ability to receive process and deliver clear and accurate information (Application/Interview).
- Planning and organisational skills (Application/Interview).
- IT Skills including Microsoft office (Application/Interview).
- Able to work to deadlines (Application/Interview).
- A professional approach to administrative duties (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

### **Knowledge, Skills, and Behaviours (Desirable)**

- Dental/Medical reception experience (Application/Interview).
- Experience of Software of Excellence and Exact (Application/Interview).