**GOOD NEWS CLINICS**

**DENTAL RECEPTIONIST**

**JOB DESCRIPTION**

**The receptionist is a full-time position. Primary responsibility is scheduling dental patient appointments, greeting patients and answering GNC phones. Secondary responsibilities are to assist Dispensary department when the dental department has full coverage.**

* Answers telephone, responds to patients’ questions, completes telephone call sheet and forwards to staff person. Retrieves and returns voicemail messages.
* Ensures that all patient charts are pulled and complete for the next day’s clinic and that we have copies of all required forms for front office.
* Organizes front office, reception area and work area and is responsible for these areas.
* Utilizes EMR system to set appointments for patients.
* Responsible for patient check-in and scheduling of follow-up appointments at checkout.
* Assists with monitoring of appointment waiting lists and follow-up appointments.
* Assists with processing of patient applications.
* Assists with filing, as required.
* Provides medical interpretation, as needed.
* Assists medical providers as needed, taking vital signs and preparing patient for exam.

**Maintains the highest standard of professional behavior**

1. Adheres to professional dress code.

2. Maintains a prompt and consistent attendance record.

3. Responds to all telephone calls and requests in a prompt professional

manner

4. Maintains courteous and professional working relationship with

patients, families, professional volunteers and staff.

**Qualifications:**

High school diploma or equivalent, further education a plus

Knowledge of dental terminology helpful

Computer skills

Ability to prioritize and multi-task, handling calls and patients in the office

Bilingual skills/English/Spanish both written and oral

Good interpersonal skills

Some experience in dental setting preferred

**Supervised by Dental Office Coordinator**

*Resumes can be emailed to Liz Coates, Executive Director at lcoates@goodnewsclinics.org*