

## Receptionist/Front Desk

The reception or front desk is the “face of the practice or clinic.” This individual organizes and maintains the patient reception and front-desk areas. They perform all administrative duties necessary to ensure that dental practice is running smoothly and efficiently.

Duties generally fall into one of three categories: administrative/operational, patient-oriented, and financial

### Administrative and operational

- Prior to patient’s arrival, turn on computers, reception room lights, radio station (low volume) and unlock doors/gate. At the end of the day, turn off lights, log out computers, radio, lock the doors, and back gate
- Ensure a clean, presentable patient reception area and disinfect patient waiting areas
- Monitor reception area for trash and make sure it is tidy
- Check voicemails first thing in the morning, after lunch, and throughout the day
- Take phones off voicemail services by 8:00 AM (whatever time clinic opens)
- Return the calls or relay messages to other team members when needed
- Perform general office duties, such as photocopying, filing, faxing, answering phones
- Responds to inquiries by patients, prospective patients, and visitors in a courteous manner
- Prepare patient charts and daily schedules for staff
- Advise back office of changes to the clinic schedule
- Prepare new patient paperwork for the next business day
- Performs other related duties as assigned or requested

### Patient duties

- Greet and welcome patients to the clinic
- Schedule, reschedule, or cancel patient dental appointments as required
- Assist patients in completing new patient and health history forms as necessary
- Update patient records such as address, health history, phone number, etc. as necessary
- Assist in scheduling follow-up appointments and provide telephonic reminders
- Note failed appointments
- Facilitate patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff

### Financial duties

- Verify methods of payment, insurance information, and collect payments from patients
- Forward information regarding outstanding balances, to the Financial Coordinator
- Enter payments in the patient chart
- At the end of the day, check the payment and deposit day sheet to make sure they match
- Print the credit card batch total report and make sure it balances with the payment log

**MINIMUM QUALIFICATIONS:**

- A clear background check and proof of up-to-date immunizations, including Covid boosters
- High school diploma or equivalent
- Ability to develop sound knowledge of dental terminology
- Ability to learn and develop proficiency with Dental Scheduling software
- Proficient in the use of Microsoft Office Family of Software (e.g. Word, Excel, etc.) and able to learn other software
- Working knowledge of general administrative practices
- Good telephone etiquette
- Exceptional organizational skills
- Excellent customer service skills

**PREFERRED QUALIFICATIONS:**

- Prior experience working in a dental office preferred
- Certification in office administration, medical administration, or related fields is preferred
- Multilanguage skills

Applications will be reviewed upon receipt. Candidates must provide a resume/CV and letter of interest with at least three references. Candidates must articulate how their knowledge, experience, and beliefs have prepared them to function in support of California Northstate University's vision and mission statements.

Please submit your cover letter, resume/CV, list of references, and any additional information to [CDM.jobs@cnsu.edu](mailto:CDM.jobs@cnsu.edu), with the email subject line of "Staff Receptionist/Front Desk" Review of applicants will begin immediately and will continue until position is sufficiently filled.

California Northstate University is an Equal Opportunity and Affirmative Action Employer. All qualified candidates are encouraged to apply.