

Why choose to become a Dental Receptionist?

If you like a varied day, have a nice smile and love meeting people, you might consider working as a dental receptionist.

A combination of customer services and general administration work, this job involves running the non-medical aspects of a dental surgery.

Reception, is one of the most important functions within a dental practice. Reception are the glue that makes everything work together.

So, what will I be doing?

Dental receptionists work at the 'front line' of dental practices, as the first point of contact over the phone or on arrival. You will be booking in new patients, greeting visitors, sorting out appointments and undertaking other non-clinical tasks of an administrative nature.

Other duties and responsibilities of the role include:

- Dealing with calls from patients and calling them if appropriate.
- Writing to them where necessary to chase payment or sending out reminders that they need to be seen for routine check-ups or further dental treatment.
- Using our computerised diary system (R4) to book, switch and cancel appointments.
- General administration tasks, such as photocopying, scanning, faxing, printing and sorting/filing/sending forms.
- Handling payment from patients (cash, cards and cheques)

You will work closely with health professionals and be treated as a valued member of a team, helping to deliver an important service. So you have to be a **team player**.

A smart appearance, an organised manner and the ability to stay calm under pressure would be welcome in this role.

Great spoken and written communication skills would be advantageous, alongside a cheery empathic but firm nature.

You should have a professional, caring, friendly confident approach to work, colleagues and patients. It's important to be understanding, as you could be dealing with people who might be very nervous or in a lot of pain.

A personal interest in teeth, dentistry or oral hygiene, and a flexible personality, as well as being able to adapt to unexpected change in the daily diary.

It might be beneficial to have a nice healthy smile of your own. A good set of teeth could definitely help promote the surgery you work for! But don't worry if you don't, we can help you with that.

What are the hours?

We are open 8am to 8pm, 7 days per week. This offers fantastic choice to our patients and we are able to offer them a better service.

You will have a contract for 38 hours per week and some of that will be an 8 pm finish. Once you have finished your training and are able to work independently then you will be added on a rota for a weekend day either Saturday or Sunday. The weekends are shared between all the staff.

There is always an opportunity for overtime and making extra money.

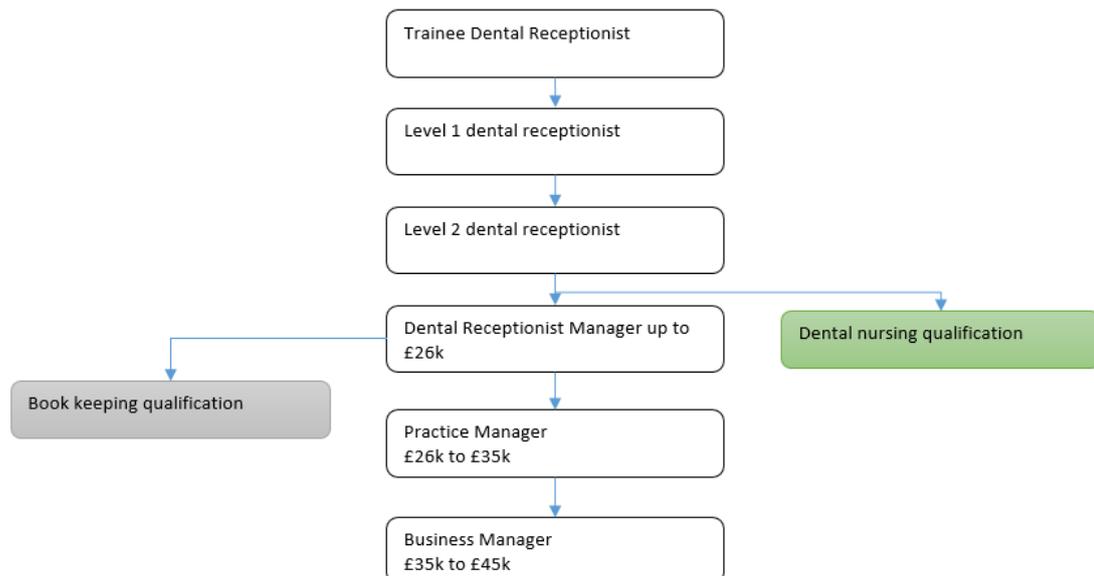
How does IOSIS support my training?

At Iosis we will provide you with full training. You will develop your own Personal Development Plan and based on that we will increase your training.

Your training will take place by one of our senior managers and will include one to one sessions. we also offer external training such as:

- Medical emergencies
- First aid
- Telephone handling skills

Where the role can lead (career progression):



Job Market & Vacancies

Dentistry is a vibrant and strong industry with excellent job opportunities and progression prospects. The skills that you learn in this industry are transferrable to other medical industries as well.