



Job Description for the position of: Front Office Coordinator

Role Overview:	<p>A Front Office Co-ordinator will handle office and clerical responsibilities including liaising and assisting, with management and new, existing and potential patients. Provides administrative and secretarial support to administrative staff, exercising a high degree of responsibility and initiative. Performs a wide array of tasks that can change on a daily basis including schedule appointments, handle billing responsibilities and some bookkeeping duties. Duties will also include other vital aspects of the practice, such as patient recall and reminders, collecting fees and banking.</p>
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This job description will be in addition to any duties listed.

Each area of competencies has levels that will be assessed in staff reviews. With the aim of having staff members reach High levels in all areas.

Assistance and training will be provided to help staff achieve these levels.

Technical Competencies:

1. **Answering the phone** :
 Responsible for answering the incoming calls with practice protocol in order to:
 - Make appointments or to amend appointments.
 - Non-patient enquiries
 - Attend to patient enquiries re dental treatment queries, accounts, etc.
 - Messages

2. **Greeting Patients/Visitors:**
 Welcome patients/visitors as they enter the dental practice, **providing eye contact promptly** as they enter the premises as per practice protocol.

3. **Appointment Book Management:**
 Manage making appointments as per practice protocol and templates.
 - Making appointments
 - Amending appointments
 - Cancelling appointments
 - Supervisory function/ensure accuracy/quality control
 - Notify Dentists' and staff of start times
 - Ensure Recall Post Cards posted at appropriate times
 - Ensure calls are appropriate length
 - Weekly forward courtesy calls to be made if no Recall Post Card posted.
 - Discourages patient from cancelling and rescheduling appointments at short notice.
 - Follow up and make contact with FTA's.
 - Filling appointment gaps
 - Confirm appointments
 - Courtesy calls



4. Recall System:

Have an awareness of the practice's recall system.

- a. Forward booking & confirmation, or
- b.. Forward contact:
 - i. Active - contact by direct telephone call
 - ii Active – contact by Exact/D4W SMS system
 - iii. Passive - contact by letter
 - iv. Deferrals

5. Mail:

Opens up mail, sorts through and deals with in an appropriate manner.

6. Patient Dismissal/Exit:

Once patient's consultation is complete, organises next appointment in accordance with templates, (if appropriate) and secures payment.

7. Filing & Record Management:

Manages the assembling of patient's records, the scanning of patient records and correspondence.

8. Banking:

Responsible for ensuring the banking of cash receipts and other payments is done accurately and regularly.

9. Correspondence:

Processes referral letters and other practice correspondence.

10. Keeping reception tidy:

Regularly cleans and tidy's the Reception and Refresh Station area. No paper to be left lying around on the reception desks.

11. Practice Statistics:

Ensure Fees are correctly invoiced, prepared and checked. It is imperative that the fees are correctly coded to the appropriate provider. Practice monitoring statistics are correct and recorded.

12. IT Management:

Manages patients records and relevant computer and IT maintenance and reporting

13. Keeps Patient Lounge area, Reception offices, Desks & Refresh Station clean and tidy:

Regularly clean and check this area, together with the floors.

14. Lab Work:

Liaise with various labs re collection and ensuring all lab deliveries are back on time and have been collected on a daily basis. No lab work to be overlooked in the fridge.

15. Presentation:

Attends at all times in a practice uniform that is provided, in a clean and ironed condition. Minimal and appropriate make up and jewellery suitable for a health care environment, and as approved by management.



Personal Competencies:

- 1. People Management Skills:**
The ability to interact appropriately and successfully with people of all ages, different stations in life and at different levels.
- 2. Accuracy/Eye-for-detail:**
Demonstrates a concern for accuracy at every stage and in every aspect of a task. Being able to attend to all requirements of a task and implement the process of checking and follow-up.
- 3. Handles Pressure and Stress:**
The ability to continue to perform well under pressure or under stressful circumstances.
- 4. Teamwork:**
The ability to work with other team members towards a common goal. To establish effective collaborative relationships with other people in the practice.
- 5. Initiative:**
An ability to take action when enterprise is required. Actively seeking out opportunities to make extra contributions which will benefit the practice.
- 6. Sense of Urgency:**
An appreciation of priorities and the ability to perceive the relative importance of individual tasks and to act on these with appropriate speed and urgency.
- 7. Tact and Diplomacy:**
Skill in dealing appropriately with different social exchanges, particularly in difficult or embarrassing situations. At no stage is a patient to be kept at Front Office if an "issue" arises. The patient must be transferred to the Consult Room.
- 8. Empathetic:**
The ability to perceive and understand the feelings of others.
- 9. Flexibility to cope with change:**
Not rigid; Supports change and is able to adjust to changes in the practice and give constructive feed-back re changes.
- 10. Work Ethic:**
An attitude that when at work you are focussed on your work and not easily distracted. In addition, be prepared to put in extra hours - as and when required, either early in the morning or after work. Prepared to put in extra effort at all times.