

Example Help Wanted Ad for Front Desk Receptionist

Dental practice in _____ is seeking a FT/PT front desk receptionist (Monday–Friday _____ hours per week)

Qualifications:

- Bilingual a plus (English and Spanish)
- Friendly phone voice
- Reliability and punctuality are mandatory. The office does not tolerate lateness or recurring absenteeism.
- Prefer at least 2–5 years of experience, [Practice Management System Name] software knowledge a plus.
- Familiarity with insurance verification and benefits breakdown.
- Attention to details: especially as it pertains to data entry, copayment collection, and new patient entry and information.
- Strong communication skills and superb customer service.
- Must be comfortable collecting copays and discussing financing with patients.
- Treatment planning experience is a plus, but willing to train.
- Ability to multitask and work in a high-paced environment.
- Must be available to answer calls and communicate with staff from time to time after normal operating hours.
-

Duties:

- Scan all patient paperwork in the system as needed.
- Answer incoming calls for information on dental procedures and respond using proper telephone etiquette.
- Schedule appointments and make follow-up calls to patients to confirm.
- Fill-in cancellations and no-show appointment times.
- Enter patients' insurance treatment plan approvals in the dental practice management system and making sure patients have an appointment scheduled.
- Perform general labor duties to maintain a clean, organized, and safe work environment including the reception area and work area.
- Identify and resolve problems in a timely manner; use reason even when dealing with emotional topics.

Necessary competencies:

- Customer service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance.
- Oral communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Written communication - Writes clearly and informatively; able to read and interpret written information.

- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.
- Cost consciousness - Conserves organizational resources.
- Ethics - Treats people with respect; inspires the trust of others; works with integrity; upholds organizational values.
- Judgment - Includes appropriate people in decision-making process.
- Planning/Organizing - Uses time efficiently.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position.
- Quality - Demonstrates accuracy and thoroughness; monitors own work to ensure quality.
- Safety and security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation.
- Attendance/punctuality - Is consistently at work and on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; seeks increased responsibilities; asks for and offers help when needed.
- Innovation - Meets challenges with resourcefulness; generates suggestions for improving work.