

JOB DESCRIPTION

Position Title	:	Orthodontic Receptionist
Department	:	UP Dental Hospital 2, Faculty of Dentistry
Report to	:	Dental Clinic Manager
Reportee (if any)	:	None
Location	:	UP Health Center
Salary	:	
Working Hour required	:	2.5 hours per day from 5:30 to 8pm

I. Position Summary:

- Provide customer service, record keeping, making bookings, and receiving payments for the orthodontic service in UPDH2 three evenings a week at the reception area.

II. Duties and Responsibilities:

The overall job description below outlines the main areas of responsibility of the Employee:

- Greet patients with smile and warm welcome, give clear information to the orthodontic patients as required
- Receive payment from orthodontic patients, verify and save the records accurately; issue invoices/receipts
- Print out receipt for the orthodontic patients, receive phone calls in a friendly professional manner, make phone calls for appointments, follow-up, promotions etc.
- Assist orthodontists to communicate with patients when required and develop excellent customer service skills
- Register new patients on the computer software system, search for the old patient data (ID) as required ▪ Assist hospital manager to prepare documents for monthly payments for orthodontists
- Keep hard and soft copies of all clinic forms, and arrange them for easy access, making sure there are always enough forms on-hand
- Ensure patient records are updated at each visit
- Regularly check the tidiness and cleanliness of the reception area

- Report to the clinic manager if they have any concerns
- Maintain contact with outside dental labs, and contact them to send and receive the orthodontic work that cannot be done in our own lab
- Keep clear records of the impressions and the models etc. sent to/received from the lab by working closely with dentist, dental student, and the dental assistant
- Contact UP dental lab staff and keep good records regarding the sending and receiving of prosthetic and other work related to them.
- Work diligently as part of a dynamic, cohesive and hard-working team.
- Communicate well with dental students and staff, avoiding conflict.
- Remind tutors to sign in and sign out their working time accurately; record tutors' sessions; check attendance of students; keep accurate records and calculate student scores when required.
- Record all patient appointments and payments.
- Carry out other duties as required by the orthodontists and hospital managers.

III. Minimum Qualifications and Requirements:

1. Experience:

- At least 1-year experience in customer service or working directly with the public or admin work
- Able to use English
- Able to use Ms Word and Excel

2. Education:

- Has a bachelor degree and can read and write Khmer and English
- Has experience in a dental clinic

3. Skills/Competencies:

- **Communication skills:** able to explain policies and procedures clearly to customers and the public
- **Interpersonal skills:** understand and communicate information effectively in order to establish positive relationships
- **Organizational skills:** able to retrieve files and other important information quickly and efficiently
- **Time Management skills:** manage one's own time and the time of others

4. Personal Quality

- **Integrity:** adhere to the applicable confidentiality and privacy rules governing the dissemination of information
- **Service Orientation:** actively look for ways to help people
- **Active Learning:** understand the implications of new information for both current and future problem-solving and decision-making
- **Attention to Detail:** careful about detail and thorough in completing work tasks
- **Flexibility:** willing to work flexible hours