

CASUAL POSITION VACANCY

All candidates please submit **cover letter and resume** in confidence to Linda Ferris, 101-749 Pandora Avenue, Victoria, BC, V8W 1N9 or email lferris@coolaid.org. **Please note - while we would like to connect with everyone interested in this position, only applicants chosen for interviews will be contacted.**

Job Title: Dental Receptionist	Vacancy Status: Permanent Part Time
Program: Community Health	Work Location: 2 nd Floor, 713 Johnson Street, Community Health Centre
Start Date: Immediately	End Date: N/A
Hours of Work: 7 hours per week plus extra possible extra shifts	Work Days: Monday
Start Time: 8:30am	Finish Time: 4:30pm

Hourly Wage Rate: \$21.72 + Vacation and Sick Pay

Job Summary

Reporting to the Administrative Coordinator the Dental Receptionist is accountable for the efficient operation of the reception area. Responsibilities include maintenance of client records, booking appointments, billing, maintaining and balancing cash records, receiving and providing information to clients and the public, understanding government and carrier benefit guidelines and providing clerical support as requested by the AC.

It is important that the Dental Receptionist be willing and interested in working cooperatively as part of an interdisciplinary team. The DR is expected to attend regular meetings with the other team members and keep all informed on any emerging or anticipated emerging issues. The DR will also maintain a positive and professional relationship with all other Health Services personnel and Central Office staff.

Responsibilities

- Provides reception services for the dental clinic, examples: answers all phone calls, makes appointments, takes and relays messages and books appointments for referrals; confirms appointments on a daily basis; organizes charts for the day's patients; enters and updates patient information.
- Processes payments and insurance claims and forms, examples: receives and records payments for dental services including bulk insurance payments; balances and reports Daily Bank Deposit. may assist with month end reconciliation and statistics determines and confirms insurance benefits, explains insurability or costs to patients and assists with billing.
- Performs clerical duties including organizing current and dead files; maintains office supplies and performs other related duties when appropriate, including chairside assistance if qualified.
- Participates actively in staff meetings, discusses inquiries for information with internal and external contacts, answers routine inquiries and refers questions to the appropriate person if necessary.
- Acts within the spirit and intent of the Society's Code of Professional Conduct.

Qualifications

Completion of Grade12 plus one year of related training.
CDA experience an asset.

Required to complete the Ministry of Public Safety and Solicitor General Criminal Record Check prior to commencement of employment.

Skills & Abilities

- Ability to get along well with patients of different ethnic and socio-economic backgrounds.
- Sensitivity to the needs of all patients; ability to apply tact and diplomacy in dealing with others.
- Ability to function and work cooperatively with several dentists and as a member of an interdisciplinary team and with members of the community.
- Skill in assisting with fourhanded dentistry if qualified.
- Clerical aptitude and ability to maintain dental supplies, equipment, records, etc.
- Excellent interpersonal communication skills and the ability to maintain good working relationships with colleagues.