



**Position:** Front Desk/Receptionist

The Front Desk plays a vital role within the Angel Dental Care team. The Front Desk works closely with the patients to ensure a positive experience while delivering on Angel Dental Care's commitment to exceptional customer service. Other functions include but are not limited to; scheduling, checking in/out patients, verification of insurance breakdowns, maintaining a professional appearance and the greeting of patients along with maintaining the day to day tasks. The Receptionist should possess a friendly, outgoing demeanor and excellent organizational skills.

**Job Duties and Responsibilities:**

- Coordinate patient scheduling and flow throughout the day by providing accurate scheduling based on provider
- Understand the doctor's flow and when to schedule follow up appointments
- Contact insurance companies and accurately input breakdowns into patient account
- Accurately record all charges and payments to the patient's accounts.
- Effectively handle and/or direct patient questions and complaints; know when to escalate to office manager
- Maintain HIPPA compliance
- Follow required OSHA safety procedures as necessary
- Ensure reception area and front desk areas are clean and organized
- Create a positive experience when scheduling patients over the phone
- Outstanding positive attitude and demeanor
- Professionalism and professional image
- Strong multi-tasking and organizational skills
- Computer proficiency and ability to learn new software
- Excellent verbal and written communication skills
- Teamwork
- Conflict resolution and problem solving skills

***\*\*\*The above statements are describing the intended work for the Receptionist position. This is NOT an exhaustive list of all job duties and responsibilities.***

**Acknowledgement: By signing, I acknowledge that I have received a copy of this job description**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_