

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(HEALTHY FAMILIES DIVISION – COMMUNITY DENTAL SERVICES – LOCATION - 1447 UPPER OTTAWA ST.)

RECEPTIONIST - DENTAL CLINIC – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Dental Services provides reception and clerical support contributing to the successful operation of the Dental Clinic.

GENERAL DUTIES

Receives patients in the Dental Clinic .

Maintains client relations in a professional and courteous manner by providing excellent customer service via phone, electronic and in-person contact

Performs clerical duties using Microsoft office, OSCAR, OHISS and ABELdent

Works professionally and collaboratively with other Public Health programs

Books appointments for patients.

Provides assistance to clients by assisting with registrations and paper work.

Maintains an inventory of reception related materials and supplies.

Maintains an accurate and up-to-date hard copy and electronic filing system.

Maintains and logs secure supply of bus tickets, parking tickets and taxi slips

Compiles and maintains accurate daily and monthly statistics for Dental Clinic.

Serves as a member of Divisional and Departmental committees as required.

Performs other duties as assigned which are directly related to the responsibilities of this position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Previous dental office reception experience required normally acquired through a combination of education and related work experience.
2. Previous work experience and / or education in the dental field required.
3. Demonstrated ability to communicate with patients, parents and the public with tact and patience and redirect calls and enquiries as appropriate.
4. Highly developed customer service and interpersonal skills. Proven ability to deal with people in a difficult situation.

5. Demonstrated ability to work collaboratively and cooperatively with an inter- disciplinary team of health professionals.
6. Experience in a computerized environment. Demonstrated ability working with Microsoft Office XP (Microsoft Outlook, Word and Excel). Working knowledge of OHISS and ABLEdent would be considered an asset.
7. Demonstrated ability to maintain an efficient filing system, hard copy and electronic in order to access information quickly and efficiently

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
