

**UNIVERSITY OF OTAGO**  
**Te Whare Wananga o Otago**

**JOB DESCRIPTION**

**JOB TITLE:** Receptionist  
**DEPARTMENT:** Central Office, School of Dentistry  
**SCHOOL & DIVISION:** Health Sciences

**PRIME FUNCTION**

- Tend to reception counter.
- Register and enter data of new and existing patients.
- Collect files for appointments.
- Return files to rotoscan when completed.

**MAIN OBJECTIVES**

- To collect files (for appointments) with accuracy and efficiency.
- To provide polite and courteous service to people at the reception counter.
- To prioritise workload and keep on top of daily tasks.
- To accurately input data of those enrolling into computer.
- Keep filing up to date.
- Assist with general routine enquiries.
- Work in a team environment to support colleagues.

**KEY TASKS**

- As first point of contact for patients, ensure that all patients are treated in an efficient, polite and sensitive manner.
- Provide information and escort as required.
- Send out invoices daily.
- Prepare files as required for appointments.
- Purge obsolete files, mend boxes and torn files.
- Restock counter stationery.
- Replenish parking meter money and make new tracers as required.
- Check death notices daily to match up to records on computer.
- Update "credit stops" on files as advised by the Office Manager.
- Photocopy as required.
- Locate missing files.
- Update patients' personal details (including medical history) on computer and make files for them.
- Provide guidance to temporary reception staff.

## **RELATIONSHIPS**

<b>Directly responsible to:</b>	Office Manager
<b>Supervision of:</b>	Teaching of and allocating work to temporary staff (when required)
<b>Functional relationships with:</b>	Other administration staff in all departments Academic staff Office Manager Office staff Patients Students Private dentists Members of the public

## **BUDGETARY RESPONSIBILITY**

N/A

## **EXPECTED OUTCOMES**

- Patients are satisfied that they are treated with courtesy and sensitivity.
- Correct files are available to practitioners and students as required.
- Files are in correct place for retrieval.
- Colleagues are supported, especially in challenging circumstances.

## **PERSON SPECIFICATION**

- Excellent organisational skills are important because there is a high workload.
- Understand the value of teamwork.
- Ability to interact and communicate with people from different backgrounds and cultures as well as those who have a range of disabilities.
- Ability to judge when sensitivity is required.
- Ability to judge when help is required.
- Ability to work to tight deadlines with conflicting demands.
- Good computer skills.
- Absolute confidentiality is required.
- Good general office skills - filing, photocopying, reception.
- Some cash handling experience.
- A good eye for detail is required for the records and the filing system