

# FRONT DESK RECEPTIONIST

**DATE:** 09/07/22

**MANAGER:** LAURA WATKINS

**JOB TITLE:** RECEPTIONIST

**HOURS:** 8:30AM – 4:30PM

## **JOB RESPONSIBILITIES:**

- Establish and maintain an excellent working rapport with both external and internal clients
- Check outside UPS box for any dropped off cases
- Check calls in the night mailbox and direct accordingly
- Answer all incoming calls and direct calls to individuals and departments
- Greet visitors, clients, and patients in a courteous and professional manner
- Pull the driver's pick up list and give to the drivers in a timely manner.
- If driver is unable to pick up a case, call the dentist office to determine if pick up can be made next day.
- Schedule all UPS pick ups
- Separate and file RX's for cases that were delivered or sent
- End of day, report number of driver pickups and number of UPS pickups scheduled to senior management
- At month end, prepare envelopes for mailing and assist in getting statements mailed
- INVENTORY AND ORDER OFFICE SUPPLIES.
- Responsible for taking inventory for office supplies and ordering when needed
- As needed, proofread and assist with grammar on documents
- Search for and Pull RX's as needed
- Complete all other tasks as needed

**QUALIFICATIONS:**

- Excellent verbal and written communication skills
- Proficient in Microsoft Office
- Proven organizational skills
- Ability to prioritize
- Ability to multi-task
- Ability to maintain confidentiality
- Ability to work independently, while being a productive member of the team