Job Description

Job Title: Receptionist
Location: South Jordan, UT
Unit: College of Dental Medicine
Reports To: Associate Dean for Clinical Affairs & Patient Care
FLSA Status: Non-Exempt

Prepared by: Assoc. Dean for Clinical Affairs & Patient Care
Reviewed By: Chancellor & HR Office
Approved By: Dean
Date: February 12, 2013

Summary

Serves as a front desk receptionist at the Roseman University CODM, South Jordan Campus – receives and relays incoming telephone calls, greeting visitors in a professional manner, and performing various other clerical duties.

Responsibilities

- Answers multi-line telephone system, takes accurate messages and transfers telephone calls to the appropriate person in an efficient manner.
- Greets and screens incoming visitors in a professional manner and promptly notifies appropriate personnel of their arrival.
- Receives and signs for courier deliveries and notifies appropriate personnel that packages have arrived.
- Receives, sorts, and distributes incoming mail and prepares outgoing mail in a timely manner.
- Operates standard office equipment to include: multi-line telephone system, postage machine/scale, facsimile machine, computer/printer, and photocopy machine.
- Types correspondence and various documentation as assigned.
- Assists in Patient Registration Process at College of Dental Medicine, South Jordan, Utah, Campus
- Complies with HIPAA, FERPA, OSHA, and Laws/Regulations pertaining to the practice of dentistry in Utah.
- Maintains an excellent attendance record.
- Is available from 8:00 A.M. through 5:00 P.M. Mondays through Fridays.
- Performs other related duties as assigned.

Skills

Excellent Oral and Written Communication Skills in both Interpersonal and Customer Service Functions; Professionalism; Organization; Computer Literacy; Keyboarding. Must be bi-lingual in English and Spanish

Education/Training

High School Diploma or Equivalent. Training in performing the duties of front desk personnel.
Experience
One year experience as a receptionist and/or in a customer relations position required. Previous experience as a dental front office personnel preferred. Experience with computers and the ability to work with Microsoft Excel, Word, and Outlook.

Work Conditions
- Work is primarily indoors, but requires the incumbent to be in an outdoor environment when traveling between South Jordan campus buildings, off campus, and to Roseman University campuses and facilities located outside South Jordan, UT.
- Performing duties and attending events outside the normally scheduled work hours occasionally occurs and is required.
- Traveling off-campus to a local, state, regional and/or national event, as well as travel to other Roseman University campuses or facilities (e.g. Henderson, NV) occurs occasionally and is required.
- Incumbent may be exposed to frequent noise caused by telephones, office machines, and nearby oral communications among University personnel and/or students.

Required Physical Abilities
- Ability to bend, stoop, reach, stand, move from one area of the building to another on a regular basis, sit and use a computer for a long period of time,
- Manual and physical dexterity needed to operate a computer keyboard and handle paper documents.
- Sufficient near vision acuity to read information appearing on computer display screen, in handwritten forms, and printed on paper,
- Adequate hearing and verbal abilities to communicate effectively in person and by telephone.
- Ability to lift and carry a stack of forms and documents weighing up to 25 pounds.

I have read the above position description and have received a copy.

__________________________     ________________
Employee Signature        Date