



<https://www.orthodonticexperts.com/job/front-desk-homewood/>

Front Desk Receptionist

Description

Orthodontic Experts Ltd., a fast-paced orthodontic practice with locations in the greater Chicago area, is looking for a Front Desk Receptionist to manage the front desk on a daily basis and to perform a variety of administrative and clerical tasks. As a Front Desk Receptionist, you will be the first point of contact for Orthodontic Experts. The Front Desk Receptionist's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the clinic. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

Responsibilities

- Overlook the cleanliness and maintenance of the front waiting area
- Should maintain a high level of professionalism
- Answer all phone calls
- Listen and return all voicemails left
- Check-in new and existing patients and let the clinical staff know that the patient has arrived
- Collect all necessary patient information for new patients (Patient registration form, Medical History Form, HIPAA privacy notice)
- Check patients out (collect payments, make next appointment)
- Handle questions and provide information to walk-in patients (This can include discussing the type of insurance the practice accepts, the treatment options available as well as the credentials.)
- Maintain commlog up to date with all necessary patient/parent communication information
- Review the daily schedule of the clinic for any changes
- Check the daily schedule in advance and fill in any open spots with bondings/adjustments/new patient consultations at least two days prior
- Adjust clinic hours based on the schedule
- Review for Bonding approvals
- Check if all bondings are Approved and Active with insurance (the day before & day of the appointment)
- Understand cancellation policy and reiterate it to patients
- Print end of day reports. Check collected payments against the report and check all credit card transactions

Qualifications

- High school degree or GED equivalent
- Customer Service Experience: 1 year

Personality Traits

- Friendly
- Welcoming
- Outgoing
- Respectful

Hiring organization

Orthodontic Experts

Industry

Dental/Orthodontics

Job Location

17759 S Halsted St, Homewood, IL, 60430, United States

Working Hours

Monday-Friday 7:40AM-6:00PM

Occasional Saturdays

7:40AM-1:00PM

In-clinic

Some Holidays

Base Salary

\$ 15 per hour - \$ 17 per hour

Date posted

September 10, 2020

Valid through

30.11.2020

- Perceptive
- Resourceful
- Even-tempered
- Empathetic
- Effective Listener
- Energetic
- Organized
- Composed

Job Benefits

- 401(k)
- Dental insurance
- Disability insurance
- Employee assistance program
- Health insurance
- Life insurance
- Paid time off
- Professional development assistance
- Vision insurance