

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Ministry of Health and Medical Services	3. Salary Level: 18 - 15	4. Division: Dental
2. Position Title: Dental Receptionist		
5. Reports To: Senior Dental Mechanic, Dental Mechanic, Senior Dental Officer, Senior Dental Therapist	6. Direct Reports: Chief Dental Officer	
7. Primary Objective of the Position: To cater for all patients enquiring or seek for dental treatments and enquiries		
8. Position Overview		
9. Financial:		
<ul style="list-style-type: none"> • Internal Stakeholders • Chief Dental Officer • Senior Dental Officer • Senior Dental Mechanic • Dental analyst • Dental Mechanic • Ticketing officer • Account 	10. Legal:	
<p>To be referred to managers :</p> <ul style="list-style-type: none"> • Allocation of appointments for urgent or emergency dental cases • Issuing Passage forms for referral dental cases • Public complaints 	<p>To be referred to managers:</p> <ul style="list-style-type: none"> • Stationeries & other Officeworks inventory procurement • Handling of payments and keeping of certified clearance documents for seafarers 	

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

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- 12. KEY ACCOUNTABILITIES** *(Include linkage to KDP, MOP and Divisional Plan)*
- KDP/KPA: 3 HEALTH
 - MOP Outcome: 3. HEALTH 3.6 *Improve health service delivery*
 - Divisional/Departmental/Unit Plan: Dental

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
1. Good customer service.	Attending to enquiries <ul style="list-style-type: none"> • Answer and respond to telephone calls with professionalism • Proper registration for patients attending the dental clinic manually • Liaising with patients and dental operators to address patient's problems/needs/complaints • Maintaining good communication and understanding with patients • Organize patient appointments appropriately 	<ul style="list-style-type: none"> • Limits Public complaints and comments
2. Efficient filing system	<ul style="list-style-type: none"> • Efficiently locating patient's cards as needed • Filing patient dental history cards on a daily basis when treatment completed • Keeping a well-organized filing system • Maintaining neatness and appearance of reception area 	<ul style="list-style-type: none"> • Reduction in the waiting time • Public complaints

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<p>13. Key Challenges</p> <p>Be able to deal with difficult/demanding patients in a calm manner</p>	<p>14. Selection Criteria</p> <p>PQR (Position Qualification Requirement):</p> <p>Education: Form 6 or Form 5 with 1 year relevant work experience</p> <p>Experience: At least 6 months working experience as a dental receptionist/hospital or Clerical Office Work.</p> <p>Prerequisite: An eligible person should have at least Form 5 KNC with good passes in 4 subjects including English and basic computer studies and undertaken some basic Officeworks skills</p>
	<p>16. Key Attributes (Personal Qualities):</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Customer and Personal Service • Computer literate <p>Skills:</p> <ul style="list-style-type: none"> • Good and effective verbal and written communication skills • Good organizational skills • Good interpersonal skills • IT skills • Demonstrated time management skills <p>Attributes</p> <ul style="list-style-type: none"> • Caring and friendly attitude • Approachable • Resilience • Hardworking and dedicated

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