



## Receptionist, Dental Clinic – 75%

Job Order 601853  
June 15, 2018

**Department:** Health Sciences

**FLSA Status:** Non-Exempt

**Union Code:** ESS

**Salary Grade:** A

**Reports To:** Supervisor, Learning Department Office-Health Sciences

**Amount of Travel Required:** No travel required

**Positions Supervised:** None

**LOCATION:** Green Bay

**STANDARD HOURS:** Hours are based on Academic Calendar and will vary. Applicant should be available from 7:15am to 5:00pm Monday through Friday from August to May, as well as 2 days in summer.

**MINIMUM STARTING WAGE\*:** \$14.81/hour

*\*Current benefit eligible employees will be placed within the pay range based on their current rate/range.*

**Required online application available on website: [www.nwtc.edu/jobs](http://www.nwtc.edu/jobs)**

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

***The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.***

### POSITION SUMMARY

Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted within the NWTC Dental Clinic as well as providing clerical support.

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

#### Essential Functions Statement(s)

- Operate telephone to answer, screen, or forward calls, provide information, take messages, and schedule appointments.
- Greet persons entering the Dental Clinic, check-in patients, and screen clients for health/pre-medication information.
- Perform administrative support tasks, such as maintenance of patient call list, client communication, chart audits, entering clinic grades, running reports and ordering office and clinic supplies.
- File and maintain records for clients.
- Receive payment and record receipts for services, including ForwardHealth patients, their eligibility, billing and reconciliation. Report revenue to Finance.
- Create, update and maintain reports related to clinic patients, procedures and records.
- Maintain social media accounts for the Dental Hygiene clinic and program.
- Coordinate, train and mentor student interns to insure they receive experiences required for their program.

- Responsible for training first-year dental students the basics of the Dentrix system, how to set-up patients in the family file, schedule patients, and the usage of the call list. Position will also be responsible for updating/training second-year dental students with changes associated with the upgrades.

**POSITION QUALIFICATIONS**

**Competency Statement(s)**

- Values - Demonstrate behaviors and action that support the College’s values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.
- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, disability, socio-economic background, or job type.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Adaptability - Ability to adapt to change in the workplace.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.

**SKILLS & ABILITIES**

**Education:** Technical Diploma in Dental Assistant

**Experience:** Minimum two years related experience working within the dental profession, reception and billing processes preferred

*\*An equivalent combination of education and experience may be considered*

**Computer Skills**

Microsoft Office Suite, electronic calendar system, internet browsers, data management systems (PeopleSoft preferred), dental software (e.g.-Dentrix, EagleSoft, etc.)

**Other Requirements**

Bi-lingual in Spanish preferred

Prior experience utilizing a multi-line telephone is required.

**PHYSICAL DEMANDS**

**Physical Demands**

		<b>Lift/Carry</b>	
Stand	F (Frequently)	10 lbs or less	F (Frequently)
Walk	F (Frequently)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)	51-100 lbs	N (Not Applicable)
Reach Outward	N (Not Applicable)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	N (Not Applicable)	<b>Push/Pull</b>	
Climb	O (Occasionally)	12 lbs or less	F (Frequently)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	F (Frequently)	26-40 lbs	O (Occasionally)
Bend	F (Frequently)	41-100 lbs	N (Not Applicable)

**N (Not Applicable)** Activity is not applicable to this occupation.

<b>O (Occasionally)</b>	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
<b>F (Frequently)</b>	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
<b>C (Constantly)</b>	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.