

## Job Profile: **Tooth Club** Apprenticeship: **Level 2 Customer Service Practitioner**



[Click here](#) for more information regarding the Level 2 Customer Service Practitioner Standard

### Details of Post

**Tooth Club** is located **50 Buttermarket, Ipswich, Suffolk, IP1 1BT**. They are looking for an Apprentice Dental Receptionist to join their team.

- **40 hours per week** (includes weekend work)
- **£10,400 annual salary**

**Entry level requirements:** Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship.



For more information about Tooth Club: [www.toothclub.co.uk](http://www.toothclub.co.uk)

### Job Role

#### **As an Apprentice Dental Receptionist what will I be doing?**

Dental receptionists work at the 'front line' of dental practices, as the first point of contact over the phone or on arrival. You will be booking in new patients, greeting visitors, sorting out appointments and undertaking other non-clinical tasks of an administrative nature.

#### Other duties and responsibilities of the role include:

- Dealing with calls from patients and calling them if appropriate.
- Writing to patients where necessary to chase payment or sending out reminders that they need to be seen for routine check-ups or further dental treatment.
- Using a diary/computerised diary system to book, switch and cancel appointments.
- General administration tasks, such as photocopying, scanning, faxing, printing and sorting/filing/sending forms.
- Filling away all admin paperwork and organising the office in folders
- Handling payment from patients (cash, cards and cheques).
- Dealing with patient enquiries, building a rapport and relationship with patients
- Keeping the reception area tidy
- Adhering to Covid-19 rules for reception staff to help and maintain safe environment.
- Discussing treatment plans the dentist has provided

### How to Apply:

To apply please email: [apprenticeships@suffolk.gov.uk](mailto:apprenticeships@suffolk.gov.uk)



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