

# Columbia Dental Laboratory

## Employee Job Description

Job Title: Receptionist

Work Schedule: 40 hours per week

Salary Range: \$\$\$ per hour to start

Job Purpose: Initial contact representative for Columbia Dental Laboratory. Processes incoming dental products from dental Clients and routes finished restorations back to Client offices.

Essential Job Results: Honest, Trustworthy and Loyal to the lab manager/ owner.  
Maintains confidentiality of Company and personal information.  
Develops a working knowledge of dental anatomy  
Develops Knowledge of Company administrative and clerical procedures.  
Possesses Functional competence in MS office products.  
Develops Knowledge of quality service standards as they pertain to the dental community  
Active listener and speaker to others to effectively receive and convey information.  
Actively seeks or anticipates solutions in the daily operations of the dental lab.  
Conduit for telephonic communication between the lab and client dental offices.  
Communicates effectively with others in writing as indicated by the needs of the lab.  
Contributes to team effort by active participation and communication,  
Strives for excellence in providing world class customer service  
Assists in achievement of department goals and related results;  
Adheres to company policies as outlined in the company handbook  
Employs appropriate Personal Protective Measures while working.  
Cleans and maintains good order in administrative work areas.

Education, prior work experience, and specialized skill and knowledge: Effectively communicates pertinent information to other workers.  
Ensures all assigned work is completed.  
Understands the consequence of error  
Mastery of Microsoft Office products

Physical environment/working conditions: Dental Laboratory setting, much of the day is spent sitting.  
Will occasionally be required to carry boxes of up to 10 lbs.  
Will occasionally be required to push or pull 25 lb. objects up to 100 feet.

Revised by: W. Enos      Date: 14 July 2007  
Reviewed by:              Date:  
Approved by: BJ Ji        Date:

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