



Job Description

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| Title: Dental Laboratory Front Desk Administration | Department: Operations |
| Management / Non- Management: N/A | Immediate Supervisor: Team Lead |
| Location: Halifax | Title of direct report: Operations Coordinator |
| Effective Date: May 1, 2019 | Salary Range: \$11.55-\$16.25 |

Position Summary

The Dental Laboratories designs, prepares and fabricates dental appliances and devices. Dental devices and appliances are prescribed by dentist that are inclusive of dentures, crowns, bridges, inlays, onlays, clasps and bands, and implants.

Organized & dependable, the incumbent will work with a close knitted team to deliver quality customer service to our clients while facilitating the efficient operations of the dental laboratory. The incumbent must have the ability to build strong relationships with clients and dental professionals while carrying out the daily administrative tasks within the laboratory. The individual must also have a high aptitude for initiative, extreme attention to detail, resourcefulness and availability Monday through Friday 8 AM to 4:30 PM.

This job description is a guideline only and the incumbent may be required to perform other duties for which the incumbent is qualified or can be reasonably retrained on an ad-hoc permanent basis.

Responsibilities: *may include some but not necessarily all the below*

- Greeting patients & booking appointments for custom shades
- Answering incoming phone calls & emails
- Packing & unpacking of lab cases
- Booking cases into internal software
- Billing & scanning lab prescriptions and work tickets
- Liaising with drivers & dental offices for pick ups & drop offs
- Assisting lab technician with menial task such as pouring models



Education & Knowledge

Education: High school diploma or equivalent, some level of college

Certifications: N/A

Skills & abilities (preferred): Strong communicator with effective interpersonal skills. Team player, client focus, keen to learn more, positive attitude, great adaptable, confidentiality, great listening skills, problem solving & finding solutions

Professional / Technical Knowledge: Technical prowess or Proficient in Microsoft Suite, Evident Software or Performance monitoring software (an asset), knowledge of dental terminology (an asset)

Equipment: Computer, desktop phone

Experience: 1 year in similar environment (preferred)

On the Job Training (expected): approximately six (6) months

Physical Requirements & Environmental Disadvantages: Intense visual concentration when working on dental cases. Occasional exposure to chemical hazards, noise from grinding/ cutting/ polishing/ exhaust fans and dust generated in production areas.