

Job Specification: Dental Receptionist / Administrator

Location: Summerstrand, Gqeberha Employment Type: Full-Time Reports To: Practice Manager / Principal and associate dentists

Role Purpose

Our dental practice is seeking a Receptionist / Administrative Assistant to manage front-of-house operations, patient communication, and clinician scheduling. The role requires someone accurate, personable, and comfortable working in a busy healthcare environment with patients from diverse backgrounds.

Key Responsibilities

Patient-Facing Duties

- Receive and welcome patients in a professional, friendly manner
- Answer phone calls and respond to text messages promptly and accurately
- Schedule and manage appointments across multiple clinician diaries
- Liaise with patients regarding treatment logistics, appointment changes, and general queries

Administrative Duties

- Manage and respond to practice emails
- Maintain accurate, neat, and thorough patient records
- Liaise with healthcare providers and medical aids on behalf of patients and the practice
- Work across various computer operating systems and dental/medical software (experience with Good X advantageous)
- General administrative support to clinicians and practice management

Educational Qualifications & Experience

- Minimum Grade 12
- Dental assisting qualification or experience is a strong advantage
- Fluent in reading, speaking, and writing English, plus at least one other South African language
- Proven ability to work accurately, thoroughly, quickly, and neatly
- Experience with a range of computer systems and dental/medical practice software
- Prior experience working with healthcare providers and medical aids
- Demonstrated experience managing multiple clinician diaries
- Minimum 2 years' relevant work experience

Social Requirements & Attributes

- Personable and trustworthy
- Comfortable interacting with clients from diverse backgrounds
- Committed to positive client service, confidentiality, and humanity — in line with the practice's ethos
- Strong, positive, and focused work ethic
- Organised, neat, and tidy; well-suited to a healthcare environment
- No criminal record or history of sexual offences (background check required)

Application Process

Only suitable candidates will be contacted for an interview. The practice reserves the right not to fill the position if a suitable candidate is not found.

To apply: Complete the [APPLICATION FORM](#)