

MALAYSIAN DENTAL CORPORATION GROUP OF COMPANIES

TAMAN U DENTAL SURGERY S/B

大学城牙科医生中心

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U DENTAL CENTER

优牙科中心

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MALAYSIAN DENTAL CORPORATION S/B

26A&24A, Jln. Kebudayaan 1, Taman University, 81300 Skudai, Johor, Malaysia. Tel/Fax:014-9 900 900
www.MDCorp.my

Application is invited for the following vacancies:

Interested candidates please download application form from www.gigi.my and submit to the above locations for an interview.

DENTAL SURGEON: 2 Positions: Part Time and Full time

MDC registered.

Profit sharing. Professional Indemnity Insurance will be provided to qualified candidates.

Good working environment, supportive staff and decent setup.

OFFICE MANAGER: 1 Position

Diploma or Degree in Business Administration

Driving license and own transport.

Willing to travel between branches.

FRONT DESK OFFICER cum ADMIN ASSISTANT: 2 Positions

Certificate/Diploma/Degree in Hospitality industry or related customer service experience

CHIEF DENTAL TECHNICIAN: 1 Position

Diploma in Dental Technology

Able to work independently: PFM, Co-Cr, Acrylic dentures etc. Knowledge on orthodontic appliances is a plus.

DENTAL TECHNICIAN: 1 Position

Minimal SPM. Training will be provided.

CHIEF DENTAL NURSE: 1 Position

Certificate in Dental Assistant or >5 years related experience.

DENTAL NURSE: 1 Position

SPM and above. Training will be provided.

TECHNICAL MANAGER: 1 Position

Diploma in Electrical Engineering or related experience.

Able to service electronic parts/equipments.

Job Titles

- Office manager RM3000++
- Front Desk officer cum Admin Assistant RM1600-RM2500
- Dental Assistant Cum Receptionist
Part Time: RM4.00-RM13.20 per hour depends on seniority (including allowances/EPF/Socso if applicable)
Full Time: RM 800-1200
- Chief/Senior Dental Assistant Cum Receptionist Full Time: RM 1200-1600
- Chief Dental Assistant
Full Time: RM 1400-1800
With MFGDP Standard and Front Desk Management skills: RM1800-2600
- Dental Technician RM1200-RM2000
- Chief Dental Technician; Basic RM1600, Commission based
- Technical Manager RM1800-RM2800

Basic Requirements:

1) Education: SPM (For supporting staff), STPM/diploma and above(For executive with monthly salary more than RM1500)

Not required but is an advantage:

- 1) Computer skill: Keyboard, Mouse and Windows
- 2) Ms Office: Words, Excel, Access;
- 3) Internet & Email literate
- 4) Good interpersonal and communication skill.
- 5) Can write in English, Bahasa Malaysia
- 6) Can speak in English, Malay, Mandarin, Tamil, or dialects.

Benefit and Holidays (Most of them for Full Time, please refer to Standard Collective Agreement)

<ul style="list-style-type: none">• Annual bonus and variable bonus .• Public Holidays.• Medical leave (12 days) + Hospitalization(48 days)• Annual Leave.• Maternity leave.• Matrimonial leave.• Compassionate leave.• Examination leave.	<ul style="list-style-type: none">• Staff Of the Month Cash Bonus.• Good attendance/Good discipline Cash Bonus.• Birthday Ang Bao.• Meals Allowance.• Transport Allowance.• Special Skills Allowance.• Hostel and Accommodation.• Dental Treatment Vouchers (RM100-150 per month).• Night shift allowance.• Long Service Awards.
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- Flexible working day and time: 5 or 6 days per week, morning or afternoon shift.
- Comfortable, air-conditioned working environment:
- On job training and retraining.
- Job satisfaction, career advancement, promotion & raise of salary.

Please refer to standard agreements for full time and part time for details.

Prospect and Career Pathway

Dental Assistant -> Front Desk Officer -> Office Manager -> Director->Managing Director

Qualities We Expect From Staffs

- Willing to learn.
- Punctual , responsible, trustworthy.
- Can follow instructions.
- Can do works independently without much supervision, initiative.
- Hardworking, willing to do OT/ night shifts/weekends and follow work schedule.
- Good working etiquette, including **1 month written notice upon resignation** or as requested by the laws.

FRONT DESK OFFICER cum ADMIN ASSISTANT

Job descriptions:

Job Title: Front Desk Officer cum ADMIN ASSISTANT

Profession : Dental, Admin & Clerical, Healthcare Customer Service

Specialty : Dental Front Desk Officer

Job Type : Full Time

Job Shift : Day or Night, 2 shifts.

Off day:1 and ½ day per week, not necessary weekend.

Pay Range : Based on Qualification and experience

* Because of the changing nature of the business environment your job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

- Reception -Office Manager-assist nurses even cleanliness
- Patient reception and discharge/cahier
- Follow-up calls
- Medical History and charting
- Timetable/scheduling: Covers nurses job if none attend: OT
- Nurse training
- Stock handling and inventories.
- Off-office Assignment
- Representation of employer/directors to Government agencies, Labour Court, Majistrate Court or Small Claim Court etc.

- Basic requirements and personal characteristics required:
- Degree/Diploma of any relevant field in related subject is preferred
- Good command of spoken and written English, Bahasa Malaysia and Mandarin.

- Strong coordination, communication and organizational skills with initiative and strong advocate of confidentiality. Mature with pleasant personality and able to multi-task.
- Good interpersonal skill
- Basic computer skills
- Working commitment proceed personal enjoyment, balance between family and work
- Responsive, Caring

Welfare

Kid friendly environment; bring your kid to the office when nobody take care of them at home.
Coffee room and supplies.
Uniforms.

Business Trip Claim

Travelling:

Mileage claim: 70 cents per km including toll or

By air: As per economic class airticket and airport transfer.

Parking

3 stars Hotel and Accommodation if travelling + business is more than 8 hours

For Outstanding staff

- **Tax free:** 19% EPF by Employer
- Handphone subsidy.
- Food Subsidy
- Petro Subsidy not more than RM150 per month
- Basic computer skills: PC literate/experience is a plus-MS Windows (XP, Vista), MS Office (Word,Excel,Access), Internet Explorer 7 , Acrobat Reader 8
- Dental clinic experience a plus, but not required.
- Pleasant and outgoing with professional demeanor, dress, and appearance.
- Must be willing to take direction from the superiors.
- Must be willing to participate in company furnished courses to help them improve on their existing skills.
- Strong communication skills that include a good phone manner. Superior verbal and written communication skills are essential.
- Good command of English and knowledge of other local languages: Bahasa Malaysia , Mandrine, Local dialects.
- The ability to work effectively in difficult situations.
- Courteous, patient, honest, presentable
- Outgoing, initiative
- A mature and dependable individual with excellent people and communication skills
- Skills and qualifications include minimum of one years of experience working in front of office of dental practice.
- Be able to handle patient problems with delicacy and professionalism.
- Be organized, and be able to multi task and solve problems being able to communicate in a clear, understanding, explanatory, caring and intelligent manner.
- Able to work independently with minimal supervision

Responsibilities:

1. Office: Primarily responsible for general dental front office management, assisting with general clerical/administrative/ office activities as needed. Other responsibilities:
2. Clinical/Surgery: Cross-trained as dental assistants in order to facilitate patient care when needed.

3. Research: Online research and compile online journals
4. Secretariat
5. Clerical
6. Legal
7. Maintenance

Detail of Duties and Accountabilities (Not exhaustive):

- Scheduling, confirming appointments on site or through telephone
- Registration of patients on site Not through telephone
- Help patients to fill medical history form
- Telephone reception, answering the main phone line and directing calls appropriately
- Greeting patients on arrival
- Patient billing
- Financial arrangements/deposit working with dental software.
- Documentation office and clinical procedure
- Most importantly making our patients feel welcomed and cared for at all times.
- Prepare and maintain dental records.
- Prepare and label prescriptions
- Promote clinic products and services
- Assist doctor setting up dental chair.
- Supervision and training of personnel, public relations,
- Educate patients regarding dental health care.

- Review prescription and treatment instructions with patients.
- Process patient payments.
- Assist as needed elsewhere in the clinic as needed.
- Keep waiting rooms, reception area and hallways clean and orderly.
- Cross train to help assistants or doctor when necessary.
- Managing clinic personnel, payroll
- Stock control;
- Managing & monitoring clinical operations
- Patient liaison.
- Handling mail packages
- Maintenance of documents/mini-library
- Willing to be relocated to related company and occasionally helping administrative works of related company

Prospect

Dental Assistant-Front Desk Officer/Admin Assistant - Office Manager - Director- Managing Director

Report to :

Managing Director or director's representative