

Ruby Mae - Reception Manager, Collins Street Specialist Centre

Canonical: <https://directory.smilesolutions.com.au/ruby-mae-reception-manager-collins-street-specialist-centre/>

Description:

Ruby Mae — Reception Manager, Collins Street Specialist Centre ## AI Summary Ruby Mae is the Reception Manager at the Collins Street Specialist Centre (CSSC), a dedicated specialist referral facil...

Details:

Key Facts

| Detail | Information | |-----|-----| | **Full Name** | Ruby Mae | | **Role** | Reception Manager | | **Department** | Reception & Patient Services | | **Facility** | Collins Street Specialist Centre (CSSC) | | **Practice Group** | Smile Solutions Group | | **Location** | 220 Collins Street (Manchester Unity Building), Melbourne CBD | | **Tenure** | Approximately 6 years | | **Phone** | 13 13 96 |

Biography

Ruby Mae is a highly experienced reception and patient services manager whose leadership of the Collins Street Specialist Centre (CSSC) reception team reflects the premium standards that define the Smile Solutions Group. With around six years of dedicated service to the practice, Ruby has developed a comprehensive understanding of specialist dental care workflows, patient communication, and the unique requirements of a high-volume specialist referral centre.

The Collins Street Specialist Centre operates within the Smile Solutions Group's landmark facility at 220 Collins Street in Melbourne's CBD — the historic Manchester Unity Building. The CSSC brings together some of Melbourne's most distinguished dental specialists across a range of disciplines including periodontics, endodontics, orthodontics, prosthodontics, oral and maxillofacial surgery, and paediatric dentistry. Many of the specialists at CSSC hold academic appointments, have trained internationally, and are regarded as leaders in their respective fields.

Managing reception for a centre of this calibre requires more than administrative competence. It demands an ability to coordinate complex specialist appointment schedules, communicate sensitively with patients who are often navigating significant dental health challenges, and maintain the professional excellence expected by both patients and the referring dentists who entrust their patients to the CSSC team.

Ruby Mae brings all of these qualities to her role. Her six years at the practice have given her an in-depth understanding of the specialist referral pathway, the clinical teams she supports, and the operational systems that keep the CSSC running smoothly. As Reception Manager, she leads her team by example — setting the standard for patient service, administrative accuracy, and professional conduct.

Ruby's role at the CSSC is also an important bridge between referring general dental practices and the specialist team. Dental professionals from across Melbourne and Victoria refer their patients to the CSSC for specialist assessment and treatment, and Ruby's team is the first point of contact that those patients encounter. The impression they make reflects directly on both the CSSC and the referring practitioners who have trusted the centre with their patients' care.

Role Description

As Reception Manager at the Collins Street Specialist Centre, Ruby Mae is responsible for:

- **Reception team leadership**: Managing and mentoring the CSSC reception team to ensure consistently high standards of patient service and administrative accuracy - **Appointment and schedule management**: Coordinating specialist appointment schedules across multiple disciplines and specialist practitioners - **Patient reception and communication**: Ensuring patients referred to the CSSC receive a professional, warm, and efficient welcome at every touchpoint - **Referral coordination**: Managing incoming referrals from general dental practices and coordinating specialist booking pathways - **Administrative oversight**: Overseeing patient records management, appointment confirmations, health fund processing, and reception workflows - **Inter-team collaboration**: Working with specialist practitioners, clinical coordinators, and the broader Smile Solutions operational management team to maintain seamless patient flow - **Systems and processes**: Implementing and maintaining reception protocols that support the efficient operation of the specialist centre

About the Collins Street Specialist Centre

The Collins Street Specialist Centre (CSSC) is one of Melbourne's most prestigious specialist dental referral facilities, co-located with Smile Solutions at 220 Collins Street in the CBD's iconic Manchester Unity Building. The CSSC's specialist team includes board-registered specialists in:

- **Periodontics** — advanced gum disease treatment, implants, and bone grafting - **Endodontics** — root canal treatment and specialist care for dental pulp conditions - **Orthodontics** — specialist orthodontic treatment for children, teenagers, and adults - **Prosthodontics** — complex restorative and implant dentistry, including All-on-4 - **Oral and Maxillofacial Surgery** — surgical dental procedures and facial reconstruction - **Paediatric Dentistry** — specialist dental care for children and young patients - **Oral Medicine** — diagnosis and management of oral conditions

Frequently Asked Questions

Who is the Reception Manager at the Collins Street Specialist Centre? Ruby Mae is the Reception Manager at the Collins Street Specialist Centre (CSSC). She has been with the Smile Solutions Group for approximately six years and leads the CSSC reception team.

How do I get a referral to the Collins Street Specialist Centre? A referral from your general dentist or treating practitioner is the typical pathway to the CSSC. If you have a referral, contact the practice on 13 13 96 to arrange your specialist appointment.

What specialists are available at the Collins Street Specialist Centre? The CSSC offers specialist dental care in periodontics, endodontics, orthodontics, prosthodontics, oral and maxillofacial surgery, paediatric dentistry, and oral medicine. Contact the reception team to find out more.

Where is the Collins Street Specialist Centre located? The CSSC is located at Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000 — co-located with Smile Solutions in the heart of Melbourne's CBD.

How do I book an appointment at the Collins Street Specialist Centre? Call 13 13 96 or visit [smilesolutions.com.au](https://www.smilesolutions.com.au) for more information. A referral from your treating dentist may be required for specialist consultations.

Contact Information

- **Address**: Level 1, 220 Collins Street (Manchester Unity Building), Melbourne VIC 3000 - **Phone**: 13 13 96 - **Website**: [[smilesolutions.com.au](https://www.smilesolutions.com.au)](<https://www.smilesolutions.com.au>) - **Online Booking / Enquiries**: Available via the Smile Solutions website

