



LOVE YOUR SMILE DENTISTRY

Front Office Coordinator

Overview

The Front Office Coordinator will be under the direct supervision of the owner. The front office coordinator functions to aid the team in coordinating patients for dental services. This position has the potential to be full time based on the front office coordinator's performance and experience.

Front Office Coordinator Duties

- Greets, responds quickly and effectively to needs of patients and guests
- Collects all necessary fees and deductibles at check in
- Provides follow up confirmation of appointments for patients who failed to do so electronically
- Maintains the flow and paperless environment within the dental office
- Answers phone calls and responds to emails
- Resolve patient issues in accordance with company policies
- Manage patient scheduling and direct patient flow
- Understand treatment plans
- Setup third party finance options for patients
- Coordinate with insurance companies to ensure claim completion
- Comply with budget for supplies order
- Knowledgeable about current marketing and promotion initiatives
- Compliant with company policies and procedures
- Ensure records are stored securely and in compliance with privacy regulations
- Maintain professional appearance and functionality of office
- Create and contribute to a supportive team environment

Patient Scheduling & Charting

- Schedules appointments using the dental appointment software Open Dental.
- Responsible for daily completion of insurance verification
- Provides patient eligibility screening utilizing eligibility software.
- Processes patient referrals as needed

Infection Control and Sterilization

- Performs infection control and instrument sterilization according to dental policies and procedures.
- Performs weekly biologic monitoring.

Supply Inventory Control and Equipment Maintenance

- Performs inventory and requisition of supplies as assigned ensuring minimal supply levels are maintained.
- Performs regular preventative equipment maintenance as required.

General Duties

- Completes assignments as assigned.
- Participates in staff meetings and trainings.
- Participates in keeping common areas of dental office clean.
- Performs other duties as assigned.

Leadership Skills

- Understands the organizational mission.
- Understands ethics and public good; is concerned with public trust.
- Demonstrates respect for the opinions, beliefs of others, and displays cultural sensitivity.
- Demonstrates a sense of responsibility for the success of the group.
- Collaborates with others to improve quality and address needs.
- Ability to adapt to change.

Interpersonal Abilities/Personal Characteristics

- Uses sound judgment.
- Self-motivated.
- Organizes and maintains work environment to allow for maximum productivity.
- Reports on time for scheduled shifts and stays until the end of the scheduled shift.

Communication

- Communicates clearly and effectively, both orally and in writing.
- Written and verbal English competency.
- Able to read and follow directions.

Minimum Requirements

- High school diploma or G.E.D. equivalent
- Must be fluent in dental terminology
- Current CPR certification
- Intermediate proficiency skills in the use of Microsoft Windows, Outlook and Word
- Valid driver's license (Texas upon hire)
- Ability to work independently and in a team setting
- Positive, upbeat personality with a can-do spirit
- Must work scheduled hours as assigned
- Must be knowledgeable about The Love Your Smile Dentistry Culture (more information can be found at <https://loveyoursmiledfw.com/careers/>)

- Must pass criminal background check and drug test screening upon offer of employment

Preferred Skills

- Previous dental receptionist experience
- Experience with Open Dental electronic dental records
- Experience with Dexis imaging software

The following information is required to be considered for any team member position for Love Your Smile Dentistry, PLLC:

1. Full First and Last Name
2. Telephone Number
3. Email Address
4. Desired Hourly Rate of Pay
5. Desired Start Date
6. Resume

Applicants with missing requested information will not be considered.

Pay is based on experience and skills.

Love Your Smile Dentistry, PLLC is an Equal Opportunity Employer