



Collaboration Innovation Advocacy

Job Title: Dental Administrative Assistant - Lakeland, FL
Reports To: Dental Office Manager
FLSA Status: Non-Exempt
Effective Date: July 2018

Summary

Under the supervision of the Center for Oral Health Clinic Manager, the Front Desk Clerk is responsible for attending to patients on the phone and in person. Coordinate and organize appointments and administration to facilitate the efficient running of the dental office and performs related duties within the prescribed Scope of Practice.

Specific responsibilities include, but are not limited to:

- Greet patients
- Register new patients according to established office protocols
- Assist patients to complete all necessary forms and documentation
- Verify and update patient information
- Inform patients of dental office procedures and policy
- Move patients through appointments as scheduled
- Enter all relevant patient information into data system
- Maintain and manage patient records in compliance with privacy and security regulations
- Answer and manage incoming calls
- Respond and comply to requests for information
- Schedule patient appointments
- Confirm upcoming appointments and recalls according to office protocol
- Check daily appointment schedule
- Arrange patient charts for next day appointments
- Fill in cancellations and no-shows
- Organize referrals to other medical specialists
- Dispatch lab work appropriately
- Inform patients of financial treatment plan options
- Prepare claim forms for dental insurance
- Arrange supporting documents for insurance claims
- Sort and distribute incoming and outgoing post
- Update patient education materials
- Maintain a professional reception area
- Safeguard patient privacy and confidentiality

Qualifications:

1. General education degree or high school diploma
2. **Knowledge of dental terminology, procedures and diagnosis**
3. 3+ years of Dental Clinic experience
4. Knowledge of computer and relevant software applications
5. Knowledge of general administrative and clerical procedures
6. Working knowledge of dental insurance
7. Bilingual in English and Spanish

Computer Skills

Proficient computer skills in Microsoft Office (Word, Excel, PowerPoint, Outlook and Access) for email, data access, budgeting, and reporting. Ability to navigate electronic dental health record software.

Certificates, Licenses and Registrations

Valid Florida Driver License and Automobile Liability Insurance.

Travel Requirements

Must have reliable transportation and travel locally to various locations where COH programs are implemented.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands, and to talk or hear. The employee is regularly required to walk and reach with hands and arms. The employee is occasionally required to stoop. The employee must frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision due to see the intricacies of the dental equipment. Prolonged sitting or standing may be required. Those physical movements and the degree of mobility normally associated with the practice of primary care dentistry will be performed on a repetitive basis.

The ability to distinguish letters and symbols, as well as the ability to utilize telephones, computer terminals, and copiers is required.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work under stressful conditions as well as irregular hours may be required. Exposure to communicable diseases, body fluids, toxic substances, medicinal preparations, radiation and other conditions common to a clinical environment may routinely be encountered.

To Apply:

Please submit resume via email to:

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