



## DENTAL FRONT OFFICE SPECIALIST JOB DESCRIPTION

<b>Title</b>	Dental Front Office Specialist
<b>Department(s)</b>	Dental
<b>Reports to</b>	Dental Director
<b>FLSA Status</b>	Non-Exempt

### Summary

Position requires excellent customer service skills with patients, employees, and the public, including but not limiting to: offering friendly, courteous, and confidential assistance to every patient to ensure that the patient has a positive experience. Assist with the provision of quality services in the areas of scheduling, patient flow, information and clerical tasks.

### Primary Essential Duties

1. Registers and processes patients for appropriate appointments and services, including, but not limited to: scheduling and canceling appointments; and verifying eligibility for specific programs and services.
2. Responding to patient inquiries
3. Schedules appointments
4. Makes reminder calls for scheduled appointments
5. Makes recalls for patients needing follow-up medical care.
6. Intakes & outtake of patients.
7. Conducts financial screening of patients, insurance or other medical coverage verification.
8. Assists in opening/closing clinic
9. Internals and Externals referral processing, scheduling, and follow up
10. Telephone outreach to patients on managed care list.
11. Encounters billing for Managed Care and HMO contracts.
12. Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics.
13. Perform other duties, tasks, projects as assigned to meet changing business and clinical conditions and priorities.

### Skills and Qualifications

1. Data entry skills must be virtually error free; skills in self-proofing essential.
2. Experience with EHR is preferred, not required.
3. Proven reliability, trustworthiness, flexibility, and high ethical standards.
4. Proficiency in system software, medical terminology, general office machine operations and maintenance.
5. Must work well with others as well as independently.
6. Must be able to demonstrate multi-tasking skills in a high stress environment while adhering to HIPAA standards of confidentiality.
7. Must provide proof of up-to-date COVID-19 vaccinations including recommended doses in the primary series AND booster dose when eligible.

### Education & Experience

1. High School Diploma or equivalent required
2. 1 – 2 years office experience, preferably in a dental clinic setting
3. Require knowledge of dental/office equipment, and dental/medical terminology.

## Supervisory Relationships

1. Reports to: Dental Director
2. Supervision-Others: n/a

## Working Conditions

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. The position occasionally requires lifting and/or moving objects up to 20 pounds. CMWC will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request.

### COVID-19 considerations:

To protect patients and staff, safety precautions have been put in place. We have created an environment which respects and provides proper implementation of Social Distancing we provide PPE for all staff.

We are requiring all staff to be fully vaccinated.

## Benefits

CMWC offers employees a comprehensive benefits package with plans that cover our employee's health and welfare, retirement, financial, and wellness needs.

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Long Term Disability
- Vacation
- Sick Time
- Paid Holidays
- 403(b) Plan
- Career Development
- Tuition Reimbursement
- Employee Assistance Program (EAP)

## Acknowledgement

I have read the above job description and agree to perform the duties and responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities that may be required of me as a Dental Assistant.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

CMWC Representative Signature \_\_\_\_\_

*Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.*