



JOB DESCRIPTION

Job title	<i>Dental Office Assistant</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>Dental Clinic</i>	Position Type:	<i>Full Time</i>

Job purpose

Under the supervision of Sr. Dental Office Coordinator, the Office Assistant provides general support of all business aspects to the practice, but not limited to manage reception area, patient information, and appointment. This position is responsible for collecting co-payments, and submitting claims to dental programs and insurance companies. He/she is also responsible for making inter-departmental and other agency related health/social services referrals as needed.

Duties and responsibilities

- Patients and reception management.
- Provide excellent customer service to patients.
- Answer and respond to telephone calls with professionalism.
- Deal with all inquiries both in person and on the telephone in a polite and professional manner.
- Schedule patients for efficient use of doctor and staff time.
- Check in patients, verifying and updating patient information.
- Verify insurance eligibility and frequencies per patient or family.
- Input, maintain and update accurate patient records and documentation
- Track cases and referrals to and from other doctors.
- Perform other duties as assigned.

Qualifications

- High school diploma or its equivalent.
- Two (2) years of dental office assistant experience.
- Basic computer and Internet skills: MS Word, Excel, and Internet
- Effective oral and written communication skills.
- Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members and community.
- Able to work independently and take initiative.
- Bilingual in English and Chinese (Mandarin and/or Cantonese)
- Available to work weekends if needed.

Physical Demands



華埠服務中心
Chinatown Service Center

- Must be able to remain in a stationary position 50% of the time.
- Ability to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Able to operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Able to constantly position yourself to maintain files in file cabinets such as reaching with hands and arms, kneeling, crouching, etc.
- The ability to communicate, detect, converse with, discern, convey, express oneself, and exchange information is crucial for this role.

Direct reports

Dental Supervisor