

# Personal Care Dentistry

We Serve the World's Greatest Patients



2233 Hamline Avenue North, Roseville, MN 55113

## **POSITION**

### **Patient Coordinator**

## **JOB DESCRIPTION**

We're searching for an outstanding Patient Coordinator to join our work family and provide excellent service to our expanding number of patients. We've been helping patients throughout the Twin Cities since 1977, and we've earned a reputation as one of the leading dental practices in the Twin Cities area.

If you're dependable, professional, have excellent communication skills, a positive attitude and are a team-player, then we may be the right family dental office for you. We're offering long-term employment to a Patient Coordinator who shares our desire to be the "best" and has at least two years of phone or customer service experience. If you have worked in a dental office, that's even better. If you meet these requirements, please apply.

## **JOB RESPONSIBILITIES**

- Greet and check-in patients for their scheduled appointments;
- Verify demographics and insurance information in the patient's chart is current and correct;
- Operate telephones to answer, screen and forward calls, providing information, taking messages and scheduling appointments;
- Provide information to callers;
- Check patient records and provide with appropriate forms upon arrival;
- Make sure office has X-rays from previous dentist when appropriate;
- Schedule appointments in consideration of production and capacity;
- Accept and record payments at the time of service;
- Present financing options and make necessary arrangements;
- File insurance claims;
- Follow-up on all outstanding insurance claims and pre-estimate requests;
- Prepare End-of-Day routine, when necessary, by reconciling production and collection, settling credit card accounts, and preparing bank deposits;
- Prepare End-of-Month report when necessary;

- Answer inquiries and obtain information for general public, patients, visitors, and other interested parties; and
- Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files.

### **GENERAL REQUIREMENTS**

- Ability to project a positive, warm and professional image in person and on the phone;
- Must be articulate, detailed and service-oriented;
- Must demonstrate excellent communication skills - talking to others to convey information effectively;
- You must have the ability to multi-task, take initiative and anticipate needs of others;
- You must be flexible and understand that your job duties may change from time to time; and
- Able to work with a team, with humor, enthusiasm and professionalism.

### **EDUCATION & EXPERIENCE**

- High school diploma required;
- Two years minimum office experience required; and
- Preferred one year dental experience with Eaglesoft.

### **WORK SCHEDULE**

The job is full-time, Monday 9:30 a.m. – 5 p.m.; Tuesday, Wednesday & Thursday 8:30 a.m. - 4:30 p.m., Friday 8 a.m. – 3 p.m.

### **SALARY & BENEFITS**

- Full-time;
- \$18-\$25 per hour, depending on qualifications;
- Paid major holidays;
- Medical benefits plan;
- 401k retirement plan;
- Dental care discount; and
- Paid time off.