**Job Overview:** Under the general direction and supervision of the Dental Supervisor, this position schedules patients for dental visits, performs patient check-in and check-out procedures and verifies insurance coverage.

**Minimum Qualifications:**

**Education:** High school diploma or the equivalent.

**Experience:** Graduation from an accredited school in dental assisting preferred, one year experience as a dental assistant or one year experience scheduling dental patients. Cultural competence in working with diverse populations.

**Essential Functions**:

1. Verifies insurance coverage prior to patient appointment using practice management system appointment reports.
2. Conveys coverage information in practice management system.
3. Offers sliding fee schedule to all patients; reviews and completes applications as necessary.
4. Schedules appointments utilizing an automated practice management software system.
5. Greets and assists patients with paperwork
6. Checks out patients.
7. Collects money and posts patient payments.
8. Coordinates with Dental Billing Specialist to ensure accuracy of patient account information.
9. Demonstrates the ability to deal courteously and effectively with patients displaying a calm and caring demeanor while remaining professional.
10. Backs up Dental Assistants as necessary; see Dental Assistant job description for essential functions.
11. Ability to deal with stressful situations and high volumes work load while displaying a sound understanding of prioritization and organization.
12. Complies with dental office and corporation policy and procedures consistently in all aspects of employment.
13. Ability to organize and prioritize work load.
14. Other duties as assigned.

**Knowledge, Skills and Abilities**

* Competent in dealing with racially and ethnically diverse populations.
* Basic computer skills.
* Excellent oral and written communication skills.
* Ability to organize and prioritize tasks.
* Ability to work under pressure.
* Strong attention to detail and problem solving skills.
* Ability to work independently and as a team member.

Position is based in [city]; however, position responsibilities may require travel [throughout the area]. Use of personal vehicle is required for travel; therefore, a valid driver’s license, proof of auto insurance and registration is required. Position may require working occasional evenings and weekends.

**Supervision**: This position has no supervisory responsibilities

**Immediate Supervisor**: Dental Supervisor; in his/her absence,Dental Director/Dentist

**Physical Demands/Working Conditions:** General office/clinic conditions are pleasant; good, clean working conditions where accident and hazards are negligible; requires short periods of moderate lifting, pushing or pulling objects up to twenty pounds. Clear diction and acute hearing are necessary for effective communication with the staff and public.

**OSHA Classification I:**  Normal work routine involves potential for mucous membrane or skin contact with blood and/or body fluids; use of appropriate protective measures is required. This classification only applies when position backs up Dental Assistant.

**OSHA Classification III:** Tasks that do not involve exposure to blood, body fluids and tissues and the worker can decline to perform tasks which involve perceived risks without retribution.