Job Opening

Position/Title: Front Desk Clerk/ Receptionist, Worthmore Clinic
Reports to: Clinical Program Director
Status: PT- Monday, Tuesday, Thursday
(with possibility of adding Wednesdays in the future)
Pay rate: DOE

Busy dental office is in need of a friendly and self-motivated Front Desk Clerk/ Receptionist. The prospective candidate will enjoy working with people, including new and established patients, fellow office personnel, and professional dental staff. He or she will be enthusiastic about learning particular office procedures and guidelines while maintaining an ability to prioritize patient needs. Multilingual abilities are a plus.

Expected duties:

- Greet patients
- Answer and direct phone calls
- Schedule patients, confirm appointments and fill the schedule when there are patient cancellations and failures
- Verify insurance benefits
- Input new patient into the Eaglesoft system
- Send and receive faxes, email referrals, manage patient intake, referral, and outtake forms keeping an adequate supply of back up forms
- Translate for patients and staff as needed
- Check mail and email
- Process payments
- Conduct administrative tasks including; scan forms into Eaglesoft, shred papers, print treatment plans for patients, have patients on Medicaid sign the non-covered benefits service form when they are paying out of pocket for treatment
- Manage lobby

Candidate Profile

Required

- Commitment to Project Worthmore's mission and values
- High school diploma or equivalent
- Fluency in English
- Excellent communication, organization, and interpersonal skills
- Self-directed, motivated and effective time management
- Ability to exercise initiative and judgment and make decisions within the scope of assigned responsibilities
- Ability to collaborate with others, listen, and communicate relevant information
● Ability to maintain confidentiality in relation to patients, clients, and staff issues, and use discretion in communicating confidential information
● Ability to work some weekday evenings or weekends

Preferred
● Experience within a multicultural environment
● Multi-lingual
● Proficient with technology (Google Drive, Salesforce, Mailchimp, etc.)

Physical Demands
● Physical activity, which includes lifting heavy objects and/or extended time on one’s feet

Interested candidates should send a resume and cover letter to Carolyn@projectworthmore.org