



Position/Title: Front Desk Clerk/ Receptionist, Worthmore Clinic
Reports to: Clinical Program Director
Status: FT- Monday- Thursday, 9:00-6:00
Pay rate: \$17/hour
Preferred languages: Dari, Farsi, Pashto

The Worthmore Dental Clinic is looking to hire a Front Desk Clerk/ Receptionist to assist in the growth of our clinic. This position is the first contact patients have with our dental staff, and as such we are seeking someone who is personable, professional and enthusiastic about learning particular office procedures and guidelines while maintaining an ability to prioritize patient needs.

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
- Check mail and email
- Assist with translation/ interpretation as needed
- 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
- Any other duties as assigned by Clinical Program Director

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
- Proficient with technology (Google Drive, Salesforce, Mailchimp, etc.)



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- 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

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

Interviews will be conducted in the beginning of 2022.