

Hill Country Dental Associates

Bilingual Patient Care Coordinator

Job Description:

We are a privately-owned, fee for service group dental practice seeking a dependable, compassionate and detail-oriented **Patient Care Coordinator** to join our dental team. This position requires a friendly, organized individual who thrives in an administrative environment. You will be the first point of contact for patients and a key part of delivering outstanding patient care.

Position Summary:

The **Patient Care Coordinator** plays a crucial role in the practice's daily operations by supporting staff coordination and patient interactions to ensure smooth workflow and effective communication. This position involves assisting in managing patient relations. The **Patient Care Coordinator** collaborates with the practice's leadership to implement and maintain efficient systems that align with the practice's goals. Additional responsibilities include managing front office tasks and fostering a positive patient experience to enhance overall satisfaction and goodwill for the practice.

Key Responsibilities:

- Greet and welcome patients warmly in person and over the phone and managing the check-in/check-out process, ensuring a welcoming atmosphere
- Manage the offices' schedule efficiently, handle appointment scheduling and follow-ups to optimize the practice's calendar
- Verify patient insurance/coverage, process claims, communicate benefits to patients and obtain pre-authorizations as needed
- Comfortable with collecting payments, co-pays, Care Credit, writing checks and handling billing/collections inquiries
- Respond promptly to patient emails, voicemails, and appointment requests
- Maintain a clean and welcoming reception area
- Provide patients with information about services, treatment options, and pre/post-operative instructions
- Track reports and monitoring office supplies
- Maintain patient records in the dental software system (Eaglesoft) while ensuring the highest level of confidentiality and adherence to HIPAA compliance

Leadership and Professionalism:

- Represent the practice in a professional, pleasant, and cooperative manner
- Clearly and respectfully communicate with practice leadership to develop, implement and monitor effective programs
- Maintain regular, consistent, and punctual attendance per assigned schedule and time off policies

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- Must be able to comfortably and efficiently handle multiple deadlines and task assignments
- Must be able to work both independently and cooperatively in team settings

Other Essential Qualifications:

- Excels at directing one's own time and the time of others
- Responds by listening and constructively finding solutions to issues

Working Conditions & Physical Requirements

- Sitting, standing, and walking for extended periods
- Moderate noise levels from dental and other office equipment
- Comfortable medical office/lab setting
- Hand dexterity and typing skills to work with standard software programs provided
- Good mathematical aptitude to prepare and interpret financial and productivity reports
- Excellent interpersonal skills to communicate and lead a team effectively
- Ability to see details at close range as required for computer software programs
- Speaking and writing to others to convey information effectively
- Ability to create systems and order, break large goals down into achievable tasks
- Ability to maintain productivity and professionalism in a fast-paced environment and stressful situations
- Understanding written sentences and paragraphs in work-related documents

Qualifications, Experience & Education

- Prior experience in a dental office (1-3 years preferred)
- High school diploma or equivalent
- Proven experience in scheduling or administrative tasks
- Excellent organizational and time management skills
- Strong verbal and written communication skills
- Knowledge of billing codes and understanding of insurance plans is a plus
- Current CPR certification
- Knowledge of dental practice software (Eaglesoft)
- Bilingual is preferred (Spanish)

Work Schedule: Full-Time Position

Monday – Thursday

7:45 a.m. – 5 p.m. (*Lunch from Noon – 1 p.m.*)

Friday

7:45 a.m. – 2 p.m.

Benefits:

We offer competitive compensation packages and continuing education opportunities. Skilled and compassionate Front Desk Coordinators looking for a new opportunity are encouraged to apply!

- Competitive pay

- Paid continuing education
- 401K match retirement benefit (once plan requirements are met)
- Paid uniform allowance
- In office dental benefits

Why Work at Hill Country Dental Associates?

At Hill Country Dental Associates, we believe taking great care of our patients starts with taking great care of our team. We are a locally owned, veteran-owned and family-operated dental practice that is proud to serve the Texas Hill Country. We've built our practice around relationships—with our patients, our community and each other. We're looking for people who want more than just a job. We want team members who enjoy helping others, take pride in their work and want to grow with a practice where their contribution truly matters.

What you can expect from us:

- A welcoming, team-focused work environment
- Competitive pay based on experience
- Consistent weekday schedule
- Paid time off and paid holidays
- Retirement benefits
- Dental benefits
- Training and opportunities for professional growth
- Modern technology and a beautiful working environment
- A privately owned practice where you are a person—not a number
- The opportunity to make a meaningful difference for patients in our community

No dental experience? Don't let that stop you from applying. If you are bilingual in English and Spanish, genuinely enjoy helping people, have a positive attitude and are eager to learn, we are willing to train the right person.

Come build a career with a team that values relationships, exceptional patient care and taking pride in what we do.