

## **FRONT DESK COORDINATOR/REGISTERED DENTAL ASSISTANT – Kerrville, Texas**

We are a privately-owned, fee for service group dental practice seeking a dependable, compassionate and detail oriented **Front Desk Coordinator/Registered Dental Assistant** to join our dental team. This dual role position requires a friendly, organized individual who thrives in both administrative and clinical environments. You will be the first point of contact for patients and a key part of delivering outstanding patient care, both at the front desk and in the operatory. While this position is primary focused on the front office duties, we are seeking someone with an active Registered Dental Assistant (RDA) license who can also serve as a backup dental assistant when clinical support is needed.

### **Position Summary:**

The **Front Desk Coordinator/Registered Dental Assistant** 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 **Front Desk Coordinator/Registered Dental Assistant** 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:**

#### **Front Desk Coordination**

- 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 monitor office supplies
- Maintain patient records in the dental software system (*Eaglesoft*) while ensuring the highest level of confidentiality and adherence to HIPAA compliance

**Registered Dental Assistant Duties** *(as needed)*

- Prepare and maintain treatment rooms for procedures
- Assist the dentists during a variety of dental procedures
- Take and develop dental radiographs (*X-rays*)
- Sterilize and disinfect instruments and equipment
- Provide patients with instructions for at home oral care following surgery or other dental treatments
- Take impressions and fabricate temporary crowns as directed
- Help to maintain dental supply inventory
- Ensure compliance with infection control and OSHA standards

**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
- 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
- Active RDA license in the state of Texas
- Current CPR certification
- Nitrous Certification (*preferred*)
- Knowledge of dental practice software (*Eaglesoft*)
- Bilingual a plus (*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 Coordinator/Registered Dental Assistants looking for a new opportunity are encouraged to apply!

- Competitive pay
- Paid continuing education
- 401K retirement benefit (*once plan requirements are met*)
- Paid uniform allowance
- Paid TX license renewal
- In office dental benefits