POSITION: Dental Receptionist/Dental Assistant
REPORT TO: Front Office Supervisor
STATUS: Part-Time, Non-Exempt (Saturday’s 8am to 5pm)

BACKGROUND: The Indian Health Center of Santa Clara Valley is a 501(c)3, nonprofit, community health clinic, located in San Jose, California. We serve people from all walks of life, regardless of race, creed, color, religion, sex, sexual orientation or disability and take pride in serving our diverse patients and clients. Besides having a highly talented medical and dental department, the Indian Health Center also has an outstanding counseling department, community wellness center and WIC (Women Infants and Children) department.

POSITION SUMMARY: The dental receptionist handles all phone and front desk activity including scheduling, intake and registration, payments, patient education, referrals, follow-ups, management if patient records, handling of financial aspects of services rendered data entry, statistics, and written correspondence with patients, providers, and payor source. Will be assisting Dentists as needed. Preference will be given to Spanish speaking Dental Assistants with Front Desk experience.

Primary Interpersonal Requirements are:
Dynamic Team Player
Superlative customer service skills Outgoing
Caring & Compassionate Patient
People person Reliable

DUTIES & RESPONSIBILITIES: The following are duties that include but not limited to:
• Prepare front desk area for opening and closing the department daily
• Schedule and confirm appointments, manage schedules so that dentists see a required number of patients each day
• Update spreadsheet daily with statistics regarding patient visits & income returned
• Schedule appropriately based on production demands and patient needs
• Maintain dentist schedules daily, and update schedules on a timely basis
• Answer and manage telephone calls: collect information from patients or other callers, and provide information about our services, programs, insurance, billing, fees, payment plans, and dental education
• Determine patients’ specific dental concerns and inform dentist of these concerns, and of any medical conditions
• Register and do intake on each patient. Make sure patients’ complete registration, all front desk forms and medical histories, including obtaining information from other providers
• Prepare, maintain, file and update patient records
• Identify patient insurance benefits, payor source, and determine patient’s financial responsibility for services rendered
Collect fees, create treatment fee estimates and arrange payment schedules in a confidential manner. Work with dental director and finance department to ensure payment of accounts

Prepare per-authorizations and review insurance claims
Close the daily batch (day’s production) and drop collections
Make sure all charts are filled out, signed & super bill completed by dentist
Maintain inventory and complete purchase orders for front desk and business supplies
Process incoming mail daily, including insurance follow-ups and referrals
Compile statistical data as required by contracts or as directed by Dental Director
Perform monthly follow-ups of patients who have been referred to other providers, are due for follow
Prepare letters to patients and other providers
Work with the Dental Director, Front Office Supervisor, and Staff Dentist to ensure smooth functioning of the department
Provide support to on-call staff
Provide basic patient education

**Dental Assistant:** Will perform the following duties but not limited to:

- Perform chair side assisting
- Will take X-rays
- Coronal polishing
- Sterilization and infection control
- Will assist in inventory and ordering
- Will provide patient education and outreach

Perform other related job duties as requested by the Dental Director and Front Office Supervisor.

**REQUIRED QUALIFICATIONS, KNOWLEDGE & ABILITIES:**

- Dental Assistant Certificate in good standing
- X-ray license
- Minimum of 1 year experience in general dentistry as Dental Assistant, preferably in public health
- Able to read, write and speak English fluently
- Bi-lingual in Spanish preferred
- Superlative customer service skills
- Knowledge of Microsoft Excel, Word, and Publisher needed to help Dental Director with projects and outreach
- Ability to interact with individuals from diverse backgrounds (e.g. culture, education, profession, etc.)
- Ability to communicate effectively and to establish and maintain professional relationships with others
- Demonstrate ability to perform multiple administrative functions simultaneously in an accurate, organized and efficient manner. Ability to multitask, stay calm under pressure and in emergency situations, and thrive in a fast-paced, constantly changing environment
- Ability to function independently and as a team member within diverse environments as well as a diverse staff composition
- Ability to carry out all responsibilities in an honest, ethical and professional manner and demonstrate good judgment
- Interest and commitment to the mission of the Indian Health Center
- Knowledge of and ability to relate to the American Indian community and other minority populations
- Possession of a valid California Drivers License, automobile insurance, and a clean driving record
- Ability to maintain strict confidentiality

**Physical Requirements:**
- Ability to sit, stand and bend for extensive periods of time
- Manual and finger dexterity and eye-hand coordination for data entry and dental procedures
- Ability to lift up to 35 pounds
- Ability to stoop, squat, bend or sit frequently
- Corrected vision and hearing within normal range to observe and communicate with patients and professional staff

**Working Conditions:**
Exposure to all patient elements, including communicable disease and blood borne pathogens. Normal working hours will be 8am to 5pm, Saturday’s. One hour for lunch break. Working schedules will differ depending on scheduling and patient needs. Will need to be flexible in performing tasks with limited discretion in making judgment decisions. Will need to bend, stoop, sit and stand for long periods of time or sitting on a high stool assisting dentist. Will need to be able to hold dental equipment for periods of time in assisting dentist. Will need to be detail oriented. Will share a back office with other dental staff.

Preference is given to qualified American Indian in accordance with the American Indian/Alaskan Native Preference Act (Title 25, U.S. Code Section 472, 473 and 473a). In other than the above, the Indian Health Center of Santa Clara Valley is an equal opportunity employer.

**To Apply:** Please send resume, cover letter and 3 references to:

Email: jobs@ihcscv.org
Fax: (408) 448-1041

By Mail:
**ATTN: Human Resources**
Indian Health Center of Santa Clara Valley
1333 Meridian Avenue, San Jose, CA 95125