

# Health District

OF NORTHERN LARIMER COUNTY

## JOB ANNOUNCEMENT

**POSITION TITLE** Bilingual Dental Front Office Support Specialist

**DEPARTMENT** Family Dental Clinic –Front Office

**POSITION NUMBER** 56-019

**HOURS** Regular Full-time  
40 hours per week (1 FTE)

Some early evening hours required.

**STARTING SALARY** \$17.94 to \$19.26 per hour DOQ

**POSITION GRADE** Grade 6

Benefits are included with this position\*

**FLSA CLASSIFICATION** Non-Exempt Status (Overtime Eligible)

**TO APPLY** Send resume and cover letter to one of the following:  
Search Coordinator  
Health District of Northern Larimer County  
120 Bristlecone Drive  
Ft. Collins, CO 80524

Fax: 970-221-7165 (Attn.: Search Coordinator)

Email: [searchcoordinator@healthdistrict.org](mailto:searchcoordinator@healthdistrict.org)

Position will remain open and applications accepted until filled.

### QUALIFICATIONS

#### Required

- **Education or Formal Training**
  - High School Diploma or GED
- **Experience**
  - A minimum of one year of experience in a dental or medical front desk position
- **Knowledge, Skills and Abilities**
  - Fluency in Spanish and English (written and oral)

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- Ability to accurately handle cash, checks, credit card transactions and post payments to client accounts
- Ability to reconcile daily cash receipts
- Ability to effectively communicate client account information, policies and/or procedures in a manner easily understood by the client
- Must have a high level of cultural competence and ability to work with a diverse, low-income client population
- Ability to work with and be sensitive to the needs of patients with physical and mental disabilities
- Typing speed of 45 wpm or greater
- Excellent math skills
- Pleasant and professional demeanor with the public and co-workers
- Ability to organize and complete multiple tasks, and meet deadlines
- Ability to work in fast-paced large clinic environment
- Strong organizational abilities with the ability to understand multiple and complex clinic work flows, processes, policies, and procedures
- Exceptional attention to detail
- Ability to provide outstanding professional, positive and productive customer service
- Ability to work without direct supervision and cooperatively within a team
- Ability to maintain confidentiality with patient health history information
- Ability to maintain professional, positive, and productive relationships
- Ability to communicate well verbally and in writing, and to keep accurate and complete records
- Regular, reliable, and on-time attendance is an essential function of this position
- **Special Consideration Will Be Given For:**
  - Experience and/or interest in working with low-income populations

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- Two or more years of experience in health or human services setting with direct client contact, providing eligibility review, assessment, referral, and/or case management services
- Familiarity with Medicaid/CHP+
- Certified Medical Administrative Assistant (CMAA) certification, Associate Degree or higher degree
- A minimum of two years of experience working in a dental office or high-volume clerical position
- Intermediate/advanced experience with computerized practice management system (i.e., Dentrix)
- **Technology Skills**
  - Intermediate computer and keyboarding skills in Microsoft Word including the ability to maintain a database
  - Ability to efficiently make appointments utilizing practice management scheduling software (i.e., Dentrix)
  - Ability to handle multiple phone lines and visitors concurrently
- **Working Environment/Physical Requirements**
  - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
    - Must have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
    - Must be able to sit or stand for prolonged periods.
    - Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier and other office equipment.
    - Must have normal physical mobility, which includes movement from place to place on the job.
    - Must have the ability to communicate information and ideas verbally so others will understand.
    - The ability to concentrate on a task over a period of time without being distracted.

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- Must be able to hear on the phone and those who are served in person, and speak clearly in order to communicate detailed information to clients and staff.
  
- **Infection Control Requirements**
  - Healthcare workers are required to comply with infection control policies including immunity to Measles, Rubella, Mumps, Varicella, and Pertussis. Proof of immunization record is required. An annual screening for Tuberculosis and an annual Influenza vaccination are required.
  
- **Requires Reliable Vehicle; Valid Driver's License and Auto Insurance**

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**REPORTS TO      Dental Front Office Supervisor**

### **GENERAL DUTIES/PURPOSE**

The Support Specialist works as a team member to provide comprehensive support to a busy public health dental clinic. The clinic provides care to Medicaid and low-income populations of Northern Larimer County who are unable to afford the full cost of care. General duties include clerical and administrative services and eligibility services. The Specialist backs up all the positions at the dental front desk. The Specialist provides services to both English and Spanish speaking clients.

### **SPECIFIC DUTIES**

- 1) Keeps a coordinated, efficient, organized office including providing quality up-to-date chartless patient records and scanning of documents to electronic patient records.
- 2) Becomes knowledgeable about all Health District services. Ensures visitors and callers are greeted with pleasant and professional phone and walk-in etiquette. Ensures visitors and callers are given accurate information.
- 3) Follows procedures to check in patients and notify providers of client arrivals.
- 4) Handles multi-line phone, phone and voicemail transfers, takes accurate and complete messages, and makes appropriate referrals.
- 5) Assists in scheduling of emergency appointments and the rescheduling of existing patient appointments.
- 6) Responsible for patient check-in and check-out procedures including confirming proper billing of dental procedures, verification of patient eligibility information, setting future appointments, and posting payments into patient ledgers utilizing Dentrix Software.
- 7) Receives cash, checks and credit card transactions; verifies and posts to patient account and issues receipts.
- 8) Prepares daily cash reports and balances cash drawer. Reconciles cash, check and credit card receipts and investigates and resolves any out-of-balance problems.
- 9) Updates patient information in Dentrix software to ensure correct fees are charged for services provided. Updates fee schedule and insurance information as needed.
- 10) Maintains accurate patient paperwork by verifying information, signatures and dates on scanned documents including, but not limited to, Consent for Treatment, Health History and HIPAA forms.
- 11) Makes copies of any needed forms to keep supplies stocked.
- 12) Identifies and reports unmet service needs. Refers patients to other Health District services as needed. Investigates potential resources to meet unmet needs.

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- 13)** Provides backup and assists the Client Eligibility/Resource Specialist with the following duties:
- a. Monitors patients' eligibility consent date for validity and assists patients by providing information on expiration of eligibility paperwork and directing them to Eligibility staff in order for paperwork to be updated in a timely manner so dental services are not interrupted.
- 14)** Provides Administrative Assistance to the Dental Front Office Supervisor and all providers with the following duties:
- a. Maintains and completes intra office paperwork.
  - b. Informs Dental Front Office Supervisor of need for ordering any needed office supplies.
  - c. Provides additional clerical assistance, as assigned.
- 15)** Works as a positive and productive team member, participating in group meetings, trainings, retreats and special events as required.
- 16)** Performs other duties as assigned.

\* **Benefits** – The Health District covers the prorated portion of the cost for the group health insurance plan, Dental, Long Term Disability, Life Insurance, and Accidental Death and Dismemberment for the employee. The Health District contributes 5% of the gross salary to the 401(a) pension plan; the employee is required to contribute 3%.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

**Equal Opportunity Employer** – The Health District is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state or local laws.