

Health District

OF NORTHERN LARIMER COUNTY

JOB ANNOUNCEMENT

POSITION TITLE Dental Front Office Support Specialist

DEPARTMENT Family Dental Clinic

POSITION NUMBER 56-003

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

Some early evening hours required.

SALARY RANGE \$15.75 to \$16.82 per hour DOQ

Grade 5
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
Fort Collins, CO 80524

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

Email: searchcoordinator@healthdistrict.org

TIMELINE The position will remain open and applications accepted until filled.

QUALIFICATIONS

Required

- **Education or Formal Training**
 - High School Diploma or GED
- **Experience**
 - One or more years of experience in a dental or medical front desk position
- **Knowledge, Skills and Abilities**
 - Ability to accurately handle cash, checks, credit card transactions and post payments to client accounts
 - Ability to reconcile daily cash receipts

Health District of Northern Larimer County Dental Front Office Support Specialist

2

- 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 coworkers
- 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
- **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

Health District of Northern Larimer County

Dental Front Office Support Specialist

3

▪ **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, expansive 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.
 - 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**

Special Consideration Will Be Given For:

- Experience and/or interest in working with low-income populations
- 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
- Two or more years of experience working in a dental office or high-volume clerical position

Health District of Northern Larimer County
Dental Front Office Support Specialist

- Bilingual skills written and oral (English/Spanish)
- Intermediate/advanced experience with computerized practice management system (i.e., Dentrix)

**Health District of Northern Larimer County
Dental Front Office Support Specialist**

- 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.

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.