



Open Position: Full Time Scheduling Coordinator
Reports To: Front Office Manager

Our Organization:

Dientes is an award-winning, NHSC approved dental organization serving Santa Cruz County. Our mission is to create lasting oral health for the under-served children and adults of Santa Cruz County and neighboring communities. We are a non-profit organization that believes in providing top-notch, quality care for all patients regardless of income. We provide comprehensive dental services, including specialty care, and serve over 10,000 children, adults, and seniors with over 38,000 dental visits projected in FY 2018. Our philosophies value safety, quality, community, education, and fun, all while striving to put our patients first.

The Position: We're looking for a motivated team player to join our growing team of Scheduling Coordinators.

Requirements:

- Minimum two years dental office experience preferred
- Computer literate; knowledge of Microsoft Office and Dentrix preferred
- High value for quality, compassion, teamwork and fun!
- Organized with attention to detail and accuracy
- Must be available to work Saturdays
- Bilingual (English/Spanish) preferred

Responsibilities:

- Answer questions about clinic eligibility guidelines and services covered by Medi-Cal
- Schedule appointments
- Advise patients about Medi-Cal and eligibility
- Confirm upcoming appointments via telephone
- Greet Patients and Provide Patient Support
- Assist patients in filling out patient history and registration forms
- Advise patients about dental insurance programs, cash sliding scale and Care Credit
- Verify patient eligibility for Medi-Cal
- Collect payments as needed
- Check in patients and enter new accounts in computer
- Fax in prescriptions to pharmacies as directed

- Work closely with clinical and front office staff to assure smooth flow of patient care
- Verify if patient needs an MD consult and process it before patient's next appointment
- Scan patient forms into Dentrix and manage document center
- Prepare & Maintain Daily Schedule
- Fill canceled/rescheduled appointments assuring schedule is full
- Assist in coordinating daily schedule with patient treatment plans
- Other duties as assigned

The Pay: \$18-\$20/hour. As a non-profit organization, we know we can't always compete with the salaries offered by private practice or national corporations, so we try to make it up in other ways!

- **Great Benefits:** We offer 4 health insurance options, two of which we pay 100% of employee's premiums, 50% paid for dependents. We provide the best of the best dental services (onsite!) free for employees and 50% paid for dependents.
- **Generous PTO:** We provide 11 paid holidays per year, 15 days paid time off in first year, increasing to 18 paid days off in year two.
- **Retirement:** Dientes offers a generous benefits package including up to 3% match toward 403b plan.
- **Education & Uniform Allowance:** Our Scheduling Coordinators receive reimbursements of up to \$300 per Fiscal Year for education and \$100 per Fiscal Year for uniform expenses.
- **Work/Life Balance:** At Dientes, we work hard and we play hard! It is extremely rare that you will see a day over 8 hours, and we encourage you daily to go out and enjoy the CA sun!

Why Should You Apply? Here's what our current employees say:

- "My co-workers at Dientes are like a second family to me. I feel supported by my team and go home every day feeling good about the work I've done."
- "Dientes patients are like no other! Every day, multiple times a day, I am thanked by patients, and their gratitude goes a long way."
- "The best thing about working for Dientes for me is the fact that we have the best technology, even as a non-profit. A lot of people wouldn't expect our facilities to be so clean and modern. It feels good to offer this high level of care to our underserved patients- they deserve it."
- "I'm a Dentist, and never before in my career have I been offered such a generous benefits plan, including PTO, sick time, and vacation. Paired with the meaningful work I do each day, I know that I'm in the right place."

Dientes is an equal opportunity employer.

