



Human Resources
Dientes Community Dental
5300 Soquel Ave, Suite 103
Santa Cruz, CA 95062

Job Description

Job Title:

Back Office/Front Office Floater

Job Type/FLSA Classification:

Full-Time, Non-Exempt

Reports To:

Clinic Manager

Direct Reports:

None

Job Overview:

The floater position is responsible for traveling between sites to provide coverage for both Front and or Back Office staff. Must be licensed to perform supportive dental procedures under the supervision of a dentist. Checks patients in and out, uses Dentrax to schedule appointments, and assists patients administrative needs.

Front Office Duties:

- Provide high quality patient care including, but not limited to:
 - Greeting and checking in patients and assisting with completion of patient history and registration forms.
 - Advising and educating patients on dental insurance programs, cash sliding scale fees, and Care Credit.
 - Verifying patient eligibility for Medi-Cal.
 - Presenting treatment plans to patients.
 - Collecting payments as needed.
 - Checking patients in and entering new accounts in computer.
 - Faxing prescriptions to pharmacies as directed.
 - Assisting patients in making specialized transportation arrangements (e.g. Lift Line.)
 - Working closely with clinical staff and other front office staff to insure smooth flow of patient care.
 - Verifying if patient needs an MD consult and process it before patient's next appointment.
 - Scanning patient forms into Dentrax and managing document center.

Job Description: Front Office/Back Office Floater

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- Answering phone calls and questions from patients and providers about clinic eligibility guidelines and services covered by Medi-Cal.
- Scheduling and confirming upcoming appointments via telephone and filing cancelled/scheduled appointments to ensure a full clinical schedule.
- Assisting in coordinating daily schedules with patient treatment plans.
- Assisting in making DTI calls and scheduling 6-month check-ups.

Back Office Duties:

Under General Supervision

- Performing all duties assigned to dental assistants, under the supervision of a licensed dentist.
- Mouth-mirror inspection of the oral cavity, to include charting of obvious lesions, existing restorations and missing teeth.
- Placement and removal of temporary sedative dressings

Under Direct Supervision

- Obtain endodontic cultures
- Dry canals, previously opened by the supervising dentist, with absorbent points.
- Test pulp vitality
- Placing of bases and liners on sound dentin
- Removal of cement excess from supragingival surfaces of teeth
- Sizing of stainless-steel crowns, temporary crowns, and bands
- Coronal Polishing (Board approved course required)
- May perform this function prior to rubber dam application; placement of bands, crowns and restorations; fluoride application, acid etch procedures; or after removal of dressings / packs.

Other Duties

- Stock, clean and prepare operatories
- Seat patients and have proper set-up procedures before doctor enters
- Update health history if needed
- Assist the doctor at the chair
- Chart patients' services
- Dismiss patients and complete their charts
- Prepare operatories for next patient
- Pour and trim study models
- Oil hand pieces, sterilize instruments
- Keep supplies stocked
- Change plaster trap monthly
- Clean impression trays daily
- Clean operatories
- Direct Doctor to the next patient

- Other duties as assigned

Required Competencies:

- Excellent communication skills
- Understanding of and commitment to not-for-profit services
- Established comfort working with diverse cultures, backgrounds, lifestyles and experiences
- Detail oriented, possesses effective organizational skills, meets timetables. Successful working in a fast-paced situation and is self-directed with minimal supervision
- Desire to expand knowledge from both a clinical and administrative perspective, including management and leadership skills
- Working knowledge and comfort using Microsoft Office software
- Highly skilled in the use of personal computers and MS Office Suite.
- Excellent people skills, team player, must be able to deal with diverse groups of people in a professional manner both in person and on the telephone.
- Organized, with attention to details and accuracy, ability to be creative, flexible, and self-starting
- Trustworthy, with ability to apply tact and sound judgement in all professional interactions.
- Must work well under deadline pressure and be able to juggle multiple tasks efficiently.
- Results oriented and solution driven; willingness to collaborate and achieve results in cooperation with others.

Required Education/Experience:

- Must possess a valid Registered Dental Assistant License from the Dental Board of California
- Coronal Polishing, X-ray license, and sealant certificate required

Preferred Education/Experience:

- Experience working with children
- Bilingual (Spanish)
- 2+ years of DA/RDA chairside experience

Physical Demands:

- Must be able to lift 20 lbs.

Additional Requirements:

- Must be available to work Saturdays.

Signature/Acknowledgement:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. It also constitutes the employee's understanding that the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Employee _____ Date _____

Manager _____ Date _____

HR _____ Date _____

Dientes is an equal opportunity employer. We are on a mission to create lasting oral health for the underserved children and adults of Santa Cruz County and neighboring communities.