

Lead Dental Front Office Assistant – Columbian Blvd

Department: Dental

Reports to: Assistant Dental Director

Union Position

Lead Dental Office Assistant coordinates schedules of office assistants and is the preceptor for training.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

- High School diploma or GED.
- Two years office management experience
- Two years grant accounting management experience
- Typing speed of 50 w.p.m.
- Ability to read, interpret documents, write clear and concise reports and correspondence.
- Strong organizational skills.
- Problem solving and math skills.
- Working knowledge of ICD/9/CPT coding and related fields.
- Working knowledge of computers and willingness to learn mandated computer programs.
- Good communication skills, verbal and written.
- Must possess the ability to work with physicians, personnel, and patients.

ILLUSTRATIVE EXAMPLES OF WORK

- Supervises all secretarial operations of the School Linked and Community Care Health Center.
- Analyzes and organizes office operations and procedures including bookkeeping, correspondence, filing, requisitions of supplies, etc.
- Provides input in the hiring of other front office staff.
- Performs Quality Assurance activity regarding accuracy and completeness of logs,
- Medicaid records and billing codes.
- Orders and maintains office supplies, assists with ordering medical supplies and educational supplies.
- Evaluates office production and revises procedures and implements new or changed office practices.
- Instructs other front office staff in the performance of these tasks.
- Handles the health center's incoming funds.
- Maintains and updates cash receipt journal, expenditure ledger, revenue ledger, deposit files and records.
- Maintains petty cash fund. Assists in developing and maintaining all forms to be used in the health center, including: charts, correspondence, consents, etc.
- Answer phones, assisting caller with non-technical questions and procedures.
- Directs calls to appropriate person or agency, school, hospital or staff member.
- Schedules appointments for appropriate staff members.
- Receives and welcomes patients and visitors.
- Determines appropriate agency to bill public aid, grant funds, private insurance and completes billing.
- Maintains patient charts, ensures accuracy and confidentiality.
- Receive immediate training on HIPAA regulations and maintain an up-to-date knowledge of all HIPAA policies and procedures.
- Willingness to be cross trained to provide other integrated services as needed.
- Performs other duties as required or assigned.
- Has read, reviewed and agrees to work and support the mission statement of the MCPHD.
- Satisfactorily completes and attends trainings required for job responsibilities.
- Reports any suspected child abuse/neglect to Department of Children and Family Services (DCFS)
- Member of the Risk Management Team