



Lavender

DENTAL GROUP

WE ARE HIRING Front Desk/Billing Specialist

Are you a skilled and passionate Front Desk/Billing Specialist looking for your next opportunity? Join our team at Lavender Dental Midland, where patient care and teamwork come first!

WHAT WE OFFER

- ✓ Competitive Wages
- ✓ Medical, Dental, and Vision Insurance
- ✓ 401(k) Plan
- ✓ Paid Time Off (PTO)
- ✓ Signing Bonus

APPLY NOW

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Midland, MI 48640
- 🌐 www.lavenderdental.com

WHAT WE ARE LOOKING FOR

- ✓ **Dental Experience Required:** Knowledge of dental terminology, insurance billing, and patient scheduling is a must.
- ✓ A friendly and professional demeanor with excellent customer service skills.
- ✓ Proficiency in dental management software and billing systems.

WHY LAVENDER DENTAL?

At Lavender Dental, we're more than just a dental office - we're a team committed to excellence in patient care and creating a supportive, collaborative environment for our staff. We value your expertise, invest in your growth, and provide the tools you need to succeed.

Job Description

Help us make a great impression! Front Desk Ambassador with Billing Responsibilities Needed!

Come work for Lavender Dental Midland and be a part of a growing dental practice group where you can help make a difference.

We are a well-established office that is continuing to grow and need a full-time front desk ambassador with billing responsibilities to join our team.

Lavender Dental Group is a family of dental practices utilizing a common platform of services, processes, and systems to allow dental practitioners do what they do best... better serve their patients and help build healthier communities. We maintain the local dentist office feel while providing the best advanced care techniques and technology of larger dental practices. Lavender Dental Group offers comfort and convenience! Our practices provide every patient thoughtful, personal attention. No hype, no pressure – just a sincere approach to our patients' dental needs.

What you will contribute to our practice:

As a Front Desk Ambassador, we are looking for an enthusiastic person that loves building and maintaining positive relationships with patients.

Impressions matter: our front desk ambassador is the *first and last* point of contact patients have with our brand. That is why it is important to make patients that walk through our doors, before even sitting in a chair and seeing a hygienist or doctor, feel so special and blown away by their experience that they rave about our business to their friends and family.

You will work with a team that supports you, in an environment where there is a shared passion for quality patient care? Your primary role is to facilitate exceptional patient experiences while partnering with the Office Manager in the practice.

The right candidate will also have excellent communication skills to obtain and maintain all proper information for each patient and be able to translate to patients their best treatment options for optimal dental health. Our dental family is growing, and we are looking for the right candidate to take on new measurable tasks with us.

You will help us to convert patients into long-lasting relationships (loyalty) and brand advocates (fans).

What we will offer:

- On-boarding Bonuses
- Competitive wages
- Medical/dental/vision benefits
- 401k
- PTO

Dental Receptionist Responsibilities:

- Greeting and welcoming patients to the practice.
- Scheduling, rescheduling, or canceling appointments as needed.
- Updating patient records and documenting procedures/treatments.
- Scheduling follow-up appointments.

- Communicating with medical insurance providers to determine if patients are required to make co-payments.
- Verifying methods of payment and collecting payments as needed.
- Performing general office duties, such as answering telephones, photocopying, filing, and faxing.

Dental Receptionist Requirements:

- High school diploma or GED.
- Certification in office administration, medical administration, or related fields is advantageous.
- Minimum of 2 years dental experience.
- Sound knowledge of dental terminology.
- Proficient in dental practice management software. (Denticon)
- Working knowledge of general administrative practices.
- Excellent telephone etiquette.
- Exceptional organizational skills.
- Excellent customer service skills.

Job Type: Full-time, Monday – Thursday, 8am – 5pm

FOR MORE INFORMATION OR TO SUBMIT A RESUME: kari.somerville@sdpamgmt.com

This may not be an exhausted description of job duties and responsibilities which may be adjusted, changed at any time to reflect the growing nature of the business and/or position.