

Role Specific Insights:

Front Office Team



JOB DESCRIPTION

We are currently looking for a driven and team-oriented front office team to manage all administrative operations in our dental office. The team can consist of the following roles:

- Front Desk Coordinator
- Scheduling Coordinator
- Treatment Coordinator
- Office Manager

This team will take charge of all admin responsibilities, including reception, patient interaction, appointment confirmation, review and referral management, call, email and text management, scheduling, treatment presentation management, patient financing, revenue collections, reporting and office administration. To excel in this role, you should be self-motivated, highly organized, a good communicator, customer-focused, and work well with and inspire teams. It is important that the prospective candidate understands how to use email, phones, texting, patient management systems, and Microsoft Office products.

FRONT OFFICE TEAM RESPONSIBILITIES:

- Ensuring office productivity, developing, and managing all internal office procedures and practices
- Managing the patient experience, while in the dental practice
- Communicating with patients via email, phone, and text to assist both new and existing patients, as well as emergency cases
- Managing patient scheduling
- Managing patient treatment plan presentation and financing discussions
- Maintaining the dental clinic's cash control, staff schedules, general ledger, and billing system
- Delivering direct individual and team leadership to ensure all office employees produce outstanding client service
- Coordinating the day-to-day execution of office practices that increase productivity and efficiency
- Responding to clinical and operational issues in a timely and professional manner
- Effectively managing an effective office budget
- Working as a team and in certain cases managing front office employees
- Manage by metrics set by the practice owner
- True understanding of dental office insurance billing; medical insurance is a plus
- Supports the practice by purchasing effectively within the defined budget

FRONT OFFICE TEAM REQUIREMENTS:

- A high school diploma or relevant certification is required
- A minimum of 2 years of dental administration experience or a 2-year degree
- Should have leadership and problem-solving skills
- Dedicated to delivering excellent customer service
- Must be friendly, professional, and highly organized
- Solid understanding of dental billing and insurance procedure
- Previous dental experience is beneficial
- Technology proficiency is beneficial



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CURRENT DEMAND

Market demand is currently very high for the Front Office Team. Salaries can range from \$40,000 - \$150,000+ depending on experience, business expertise, and leadership ability. Before joining a practice, be sure your values and goals are considered by a prospective employer and that you align with those values and goals. All factors below should be considered, and a strategic plan that meets your career and personal goals should be defined.

SIGNING BONUS:

Range: \$0 - \$2,500

COMPENSATION:

Salary - Range from \$40,000 - \$150,000+

RELOCATION:

Depends on practice owner, but you should ask if you have to relocate

BENEFITS:

50%+ of Practices offer Benefits

Health Benefits (Standard)

Medical, Dental, Vision

Health Benefits (Extended)

Life Insurance, Short-term, Long-term Disability, FMLA

Financial Benefits

Malpractice Insurance, Membership Dues,

Retirement/401K and Match, Profit Sharing, Stock,

Equity, Travel Expenses

PERFORMANCE REPETITIONS, EXPERIENCE AND CONFIDENCE

High-performing Front Office Team members are highly effective in the day-to-day management of the practice in addition to allocating duties to support staff as necessary throughout the day. They demonstrate the capability and/or experience to manage last-minute changes in the schedule and are effective at communicating with patients in a calm and effective manner. Leading the entire support team, they are effective leaders in getting the team to all function cohesively to be as efficient and productive as a group as they can be. The most effective office managers know how to manage all the roles and do what is necessary for the office to be successful.

PRODUCTION AND COLLECTIONS:

High-performing Front Office Team members should be capable of scheduling to the production goals of the office and staying on a production schedule daily. The type of patient mix, procedures, and managing last-minute cancellations is the hourly focus of the office manager and team. Therefore, continual communication is a must between the clinical team and the office team. Proper communication and execution in turn will impact, positively or negatively, the office manager's future compensation.

TIME REQUIREMENTS:

Front Office Team members typically work 4-5 days/week. Some work more and some work less. The amount of time can range, and salary/benefits will be commensurate with the days of work.

AREAS OF LEARNING AND IMPORTANCE:

Front Office Team members create more value when they are trained in specialized areas, have a broad knowledge of dentistry, best practices for effective management, and the knowledge of improvements in the industry. The more courses related to business management and leadership a dental office manager has, the more value the laboratory technician can provide to the practice.

Role Roadmap

- 1 Front Desk Coordinator on the job trained
- 2 Front Desk Coordinator trained to be a Scheduling Coordinator
- 3 Scheduling Coordinator on the job trained
- 4 Scheduling Coordinator trained to be a Treatment Coordinator
- 5 Treatment Coordinator on the job trained
- 6 Treatment Coordinator trained to be an Office Manager
- 7 Office Manager on the job trained.
- 8 Office Manager with Associates Degree
- 9 Office Manager with a Bachelor's Degree
- 10 Office Manager with a Master's in Business Administration
- 11 Office Manager with Certification from professional associations in dental office management

Ideal Fit Practice

- ★ Aligned on the number of days/weeks
- ★ Aligned on the number hours/day
- ★ Aligned on the production target/day with your professional
- ★ The practice has a minimum of 1500 patients/dentist
- ★ The patient mix that comprises your production includes fee for service and is not mostly comprised of Medicaid cases
- ★ The entire team that works with you is collectively seeing patients 4+ days per week and is vested in oral health being a part of overall health.
- ★ The dental team that surrounds you is collecting at 90%+ rate

PRACTICE RED FLAGS



Practices who **ask for production targets that are not achievable**

Practices who **do not compensate you as defined above**

Practices who **ask you to work additional time without compensation**

Practices that **do not offer employee benefits**

Practices that **do not invest in learning that improves your performance**

Practices that **do not align with your strategic goals**

Candidate Do's



Do have a polished, updated, and comprehensive resume ready when you are applying for a position



Plan out your strategy for learning. School is just the beginning, and the profession requires you to be growing and learning every year after you graduate



If you are meeting via Zoom, please make sure to dress up and have your camera on. A trial run with a friend to ensure your speaker and camera are working will help ease anxiety or an unexpected problem with your internet or computer.



If you are meeting in person, show up 10-15 min early with your resume and portfolio in hand. Dress for success.



After your meeting, send a thank you note to the team you met with. Make sure you have written down all their information so you can refer to specific comments made during your time together.

Candidate Dont's



Don't wait until the last minute to set up your computer if you are doing a Zoom meeting.



Don't stay on mute and do not keep your camera off. People want to interact with you. If they can't see you, you have already lost the job.



Don't show up to an in-person meeting with scrubs from your day job. Take the time to change and freshen up.



Don't be late for an interview. It sets the wrong precedence and impression of you.



Do not take any phone calls or look at your phone during the interview process.



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