

Career Posting – Dental Front Office Assistant

The Community

AppHealthCare serves the vibrant communities of Alleghany, Ashe, and Watauga Counties nestled in the beautiful Blue Ridge Mountains in Northwestern North Carolina. Take a quick look around and witness the many expressions of community pride and southern hospitality – a smile from someone walking downtown, a thriving culinary scene, and plenty of outdoor adventure. We experience the beauty of four seasons, from white fluffy snow to colorful fall foliage. There is simply something special about these mountains and quaint small-town feels – come see for yourself!

Caring for Our Community

We are a local public health department and health center focused and committed to improving our communities' health and well-being through compassionate, high-quality care. We have about 150 full-time/part-time employees. We are governed by two boards that provide strategic direction and oversight of agency functions. We have received numerous awards and distinctions for the care we provide and have recently achieved accreditation with honors. We are committed to caring for our community and providing excellent customer service.

Position:	Office Assistant IV
Position #:	405-04-504
Location:	225 Court Street, Jefferson, NC 28640
Salary:	\$32,655 - \$51,652
Hours:	Monday – Thursday 7:00 am – 5:30 pm Potential to work outside normal hours for client needs, special events, or public health emergencies.

Job Summary: This position serves as an Administrative Specialist at the Ashe Dental office of AppHealthCare. This position will fill a critical role in the department by providing office support that serves clients seeking a variety of dental-related services.

In addition, the position will be part of a great dental office team and will complete a variety of administrative functions for clinical public health services including patient registration, determining fees or applicable sliding fee discounts based on family size and prescribed

guidelines, processing and accepting payments, and assisting with dental records and insurance processing.

The successful candidate in this position will also have a comfortable working knowledge of basic computer office software, electronic dental and medical records, and office support duties. In addition, a strong candidate will be able to prioritize daily work activities, including but not limited to referrals, dental records, and billing transactions in a busy dental office environment, all while prioritizing outstanding customer service. This position will directly report to the Dental Office Manager.

Major Duties & Responsibilities: Employees at this level independently perform a variety of tasks in support of an office operation, program, or work unit, applying varied guidelines and program knowledge that require some interpretation. The majority of time is spent performing office support tasks that involve several steps and require the selection of the most appropriate action within procedural and operational guidelines that are normally available. Work involves providing assistance to staff, service recipients, other organizational units, and the public in resolving problems or inquiries. Work requires significant knowledge of the office or work unit's policies and procedures to communicate or process information or documents involving program functions and services, access office systems for information, and prepare documents and reports.

Knowledge, Skills & Abilities: Provide an exceptional patient experience by ensuring that patients are scheduled properly and in a timely fashion, prepare, maintain, and monitor schedules for multiple providers, fill canceled/rescheduled appointments, and ensure the schedule is full. Understand dental procedures and dental terminology for proper scheduling and treatment coordinating, schedule and confirm patient appointments, and assist the patient with establishing a plan for scheduling and prioritizing their treatment plan. Coordinate daily schedule with patient treatment needs and available treatment times. Review and discuss lab fees with patients, along with payment options and policies. Obtain a signed financial agreement to pay and collect payment for lab fees. Verify dental insurance information. Understand insurance benefits to educate patients on their dental benefits effectively. Perform preauthorizations as needed and patient follow-up. Scan patient forms into dental software and manage the document center. Obtains necessary financial and/or medical updates along with HIPAA forms. Greet and check patients in and out before and after treatment. Answer incoming calls, including new patient calls, emergencies, requesting records, and follow-ups. Work closely with clinical staff and other front office staff to ensure a smooth flow of patient care. Perform general front office duties and other duties as required

Minimum Education & Experience: Graduation from high school and demonstrated possession of knowledge, skills, and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.

How to Apply

Complete an [NC State Government Application for Employment \(PD-107\)](#). The application is located on the NC Office of State Human Resources website. The application can be completed in hard copy or electronically.

A completed state application, including cover letters and resumes/CVs, should be sent to Human Resources by email to careers@apphealth.com or dropped off in person at the AppHealthCare Alleghany Health Center at 157 Health Services Road in Sparta, NC.

For questions or more information, please contact AppHealthCare Human Resources:

(336) 372-5641 x1119 | careers@apphealth.com | AppHealthCare.com

Benefits

We offer a variety of paid and voluntary employee benefits including retirement plans, health insurance, life insurance, paid parental leave annual and sick leave, and more. For more information about benefits, [visit our website](#).

AppHealthCare recruits team members who share our values of Integrity, Drive, Resilience, Service, and Community and actively support the overall public health mission of the agency.

AppHealthCare is committed to providing equal employment opportunity (EEO) to all persons regardless of race, color, religion, sex, national origin, political affiliation, physical or mental disability, age, veteran's status, family medical or genetic information, sexual orientation, gender status, pregnancy, gender identity or other non-merit based factors. All recruitment and selection activities will be administered according to EEO principles, to have a diverse workforce that reflects the population of the communities the District serves.

AppHealthCare is a recovery-friendly workplace.

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