

Front Office Job Description

About Us

At Smile Station, we pride ourselves in taking the time to understand each patient and providing them with an exceptional dental experience. We pledge to guide all of our patients through their dental journey in a non-judgmental, friendly environment.

Just as we are advocates for our patients, our entire team advocates for one another. Professional and personal growth is encouraged and supported. We believe that the way to have happy, confident patients is to first make sure we're enriching the lives of our team members.

Our team understands that their success is dependent on being able to continually grow and develop. Our mindset is service first and we set clear expectations in order to set you up for success.

Core Values

At Smile Station, our culture is built upon our core values:

- **Friendliness:** being hospitable to all patients and to one another by investing time, conversation, and trust in all who walk through our doors.
- **Helpfulness:** offering unconditional support to team members and patients, pushing ourselves to assist others to reach successful team outcomes.
- **Quality:** we strive to provide our patients and our team with the highest quality dental treatment and environment.
- **Caring:** many of our patients come to us not feeling their best, it's our job to make them feel better without any judgement.

Our core values represent the commitment we have for our patients and for one another.

A Day In The Life

On any given day at Smile Station, you can expect to encounter the following:

- Arriving no later than 8am, or 7:30 on sedation days.
- Creating and fostering positive relationships with our patients.
- Working in an office that values team success over individual success.
- Verifying insurance.

- Scheduling patients correctly.
- Confidently able to talk and answer appropriate questions on the phone.
- Improving on daily essential tasks such running reports, prepping charts, activating new patients, prepping claims, etc.
- Completing opening and closing duties as a team.
- Other duties as determined by the Owner-Dentist

This Role Is For You If You're

- **Growth-Oriented:** Someone who wants to support the team by working for success of the practice resulting in personal and professional growth for all.
- **Hard Working:** Someone who understands their role is to help the team win and is willing to be flexible by learning how to accomplish new tasks.
- **Enthusiastic:** Someone who wants to continue learning and building their abilities through persistence and feedback.
- **Cheerful:** Someone who is able to maintain an upbeat attitude, bringing out the smiles of those around them.
- **Clean/Organized:** Someone who is able to take pride in keeping a clean and tidy workspace.
- **Confident:** Someone who is able to schedule patients, ask for payment, or answer appropriate questions.
- **Dependable:** Someone who can be trusted to show up on time, ready to work and can perform duties with little to no errors.

This Role Is Not For You If You

- Prefer to work solo rather than with a team.
- Are uncomfortable with duty or task changes.
- Fear conflict or constructive guidance.
- Have a varying personal schedule.
- Have no customer service experience.

What Winning Looks Like

- Staying on time throughout the workday.
- Providing support for your team, even if tasks are outside of your typical duties.
- Improving speed and quality of job performance.
- Meeting daily goals.
- Positive annual performance reviews.
- Continuing education and pursuing professional certifications.

Deal Breakers

- Unable to attend work on time daily.
- Unwilling to take on different tasks.
- Bad attitude: complaining, rudeness, gossip.
- Unable to leave drama at the door.

What's Next

Still want to join our team? Great! If you enjoy working with driven team members and are looking to make a difference in the community, apply today! We take culture very seriously, and because of that, when it's right, it's right. If after reading the full job description you are thinking, "this sounds PERFECT for me," then we want to get to know you. When you join the team here at Smile Station, you can expect everyday to be a fun adventure that you get to experience with a driven group of really amazing people. We strive to be a place where our team and patients feel supported and encouraged.

[Click here to apply for this position]

If we think you're a great fit we will reach out to you soon to set up an interview. Thank you for considering joining our team!