

Front Desk Personal Care Coordinator

Miskovich Dental Clinic in Grand Rapids, Minnesota, is seeking a Front Desk Personal Care Coordinator to join our team and help us deliver an exceptional level of patient care and satisfaction. We're looking for someone who thrives in a team-based environment, values meaningful patient relationships, and is committed to clinical excellence.

Position Overview

The Front Desk Personal Care Coordinator is the first point of contact for patients, responsible for creating a welcoming environment and ensuring smooth daily operations at the dental office. This role combines administrative expertise with compassionate patient care, helping patients feel comfortable while managing scheduling, billing, and communication.

Key Responsibilities

- **Patient Reception:** Greet patients warmly, check them in, and ensure a positive first impression.
- **Scheduling & Appointments:** Manage calendars, book appointments, confirm visits, and handle rescheduling or cancellations.
- **Insurance & Billing Support:** Verify insurance coverage, explain benefits, process payments, and assist with billing inquiries.
- **Communication:** Answer phone calls, emails and messages promptly; relay information between patients and dental staff.
- **Patient Care Coordination:** Guide patients through treatment plans, provide reminders, and ensure follow-up care is scheduled.
- **Office Administration:** Maintain patient records, update databases and support compliance with HIPAA and office policies.
- **Team Collaboration:** Work closely with dentists, hygienists and assistants to ensure seamless patient experiences.

Qualifications

- **Dental Education:** Having formal dental education, such as certification or licensure as a Dental Assistant or Dental Hygienist, is highly preferred.
- **Experience:** Prior front desk, customer service, or healthcare office experience strongly valued; dental office experience is preferred.
- **Skills:** Excellent communication, organizational abilities, multitasking and proficiency with dental office software.
- **Personal Traits:** Compassionate, detail-oriented, professional, and able to maintain patient confidentiality.

Benefits of Joining Our Team

- **Supportive Work Environment:** Collaborative team culture with opportunities for growth.
- **Professional Development:** Training in dental office systems and patient care coordination.
- **Patient Impact:** Directly contributes to improving patient experiences and oral health outcomes.

What We Offer

- Competitive pay aligned with experience and qualifications
- Health insurance to support your well-being
- 401(k) retirement plan with employer support
- Work-life balance in a positive, team-focused environment
- Paid time off
- Employee discount and for immediate family