

**COMMUNITY ACTION PARTNERSHIP OF WESTERN NEBRASKA**  
**Health Programs**  
**Job Description**

**Date:** September 2017  
**Exposure Determination Category:** 3

**Salary Grade:** 7-9  
**Chart:** 1 Non-Exempt

**Job Title:** Bilingual Dental Front Desk  
**Reports To:** Dental Office Manager

**Areas of Responsibility:** Facilitate patient flow and oversee the general daily activities of the dental clinic.

**Major Duties:**

1. Maintain a hospitable, positive, caring, professional attitude; greet clients cordially and courteously on the telephone and in person.
2. Administer the purchase, prepare and store materials and supplies.
3. Schedule and confirm appointments; facilitate client check-in and check-out; completion of appropriate CAPWN forms and collection of charges; update personal/medical information; complete pre-authorization for various insurance companies; send and receive referrals from other dentist's office; verifying insurance eligibility and benefits prior to appointments.
4. Follow implemented procedures for accurate and timely maintenance of client's dental charts. Correctly and completely scan dental records with all required paperwork and forms for dental clients'; scan and insert income documentation into every household's member's electronic dental record.
5. Code client encounters using ICD-10 and or CPT standards.
6. Enter client data into the appropriate computer programs as required.
7. Maintain confidentiality of all records/ communications, following CAPWN's HIPAA Privacy Policies.
8. Attend staff training sessions and meetings as required.
9. Promote program in a positive manner in the community.
10. Participate in the program management improvement program.
11. Perform other duties as assigned.

**Working Conditions:**

- Dental Clinic environment 90%, 10% training, meetings, and community interaction.
- Work is frequently stressful and requires meeting tight deadlines.
- Work in a highly volatile program in a state of change with many interruptions and interactions.
- Must be flexible to work irregular hours as needed
- The noise level in the work environment is above average.

**Physical Requirements:**

- Ability to bend, stoop, squat, crouch, push and pull file drawers.
- Fine manipulation of hands for repetitive action.
- Must regularly talk, hear and have close vision ability.
- Occasionally lifting and carrying up to 25 pounds.

- Physically and emotionally able to work with other staff and families.
- Entering Data accurately and efficiently

**Minimum Qualifications:**

**Grade: 7**

1. Two years experience in office procedures or data entry.
2. High school diploma or GED.
3. Be able to obtain CPR certification.
4. Ability to speak English and Spanish proficient level of oral and written communication skills

**Grade: 8**

1. Meet the minimum qualifications above;
2. Four years' experience in office procedures or AA Degree in business or equivalent.

**Grade: 9**

1. Meet the minimum qualifications above;
2. Six years' experience in office procedures or AA Degree in business or equivalent.