Patient Care Coordinator – Berkman + Shapiro Orthodontics

Job Description:

Our busy and growing Orthodontic practice is seeking a Patient Care Coordinator. This person should have incredible attention and dedication to detail. As a key member of our patient success team, this person must have an outgoing personality with a warm and friendly demeanor. The Patient Care Coordinator will work together with our Lead Treatment Coordinator with documentation, scheduling, records verification, patient correspondence, the new patient process, and office reporting. This person will also work closely with our front desk team, and will be cross trained accordingly.

Necessary attributes in this role are adaptability and flexibility, as no two days are alike. A cooperative attitude and the spirit of a team player must come naturally to this person. As one of the first interactions our patients have with our practice, this person should be polished, professional, and well spoken. Our practice heavily encourages a dedication to continued education and learning, and this role is no different. The right candidate will be open to learning and new experiences. A flexible personality who takes direction well and has a good sense of humor will be highly successful as a part of our team!

Required Skills:

* General office administration
* Phone and computer mastery
* Exceptional written and verbal communication skills
* Customer service experience
* a minimum of 1 year of professional office experience is required

Medical, dental or orthodontic office experience is a plus, but not a requirement.