

## **Part Time (2 days wk) Dental Business Manager & Insurance Coordinator- Northampton**

Strong and Healthy Smiles by Dr. Sue Keller (SHS) is a people-centered dental practice in a spa-like, ultra-comfortable office in Florence, MA, one mile west of Cooley Dickenson Hospital in Northampton. We specialize in providing excellent care for all ages, using sedation and relaxation techniques for anxious and busy adult patients.

This position is most appropriate for those with significant administrative experience in the medical field-- with insurance processing and billing, follow-up, small claims court collection, and the capability to coordinate patient treatment, lead/manage/train office staff, and mastery of PC-based computer software (Microsoft Office, Excel, QuickBooks). Bookkeeping and Accounts Payable experience a plus.

We are looking for someone who is willing to expand the practice by attracting patients with their enthusiasm, and who would enjoy participating in local and regional networking, area events and outreach. You will be networking and actively engaged with your colleagues in the dental world, referring patients to the office, planning for displays at local trade shows, parades and other community events, etc., as well as educating the public to the benefit of dental wellness through prevention.

**Please note: you must be able to provide your own medical coverage. You must be personally stable and prepared to make a three year commitment to this position.**

### **Competencies for Business Manager/Insurance Coordinator (must be highly skilled in):**

- analyzing practice reports and leading/training staff to take effective action to accomplish practice financial goals
- meeting and exceeding practice production and collection goals through the creation of effective systems
- implementing, overseeing, and reporting production results
- motivating patients to schedule and complete needed treatment, and well as consistent follow-up to schedule unscheduled patients so they do not get "lost" in the system
- development and promotion of internal and external marketing efforts
- Meeting and exceeding production goals on a daily/weekly/monthly/annual basis
- Keeping accounts receivable within acceptable range; creating and executing systems to accomplish collection goals
- Responsibility for financial metrics, report and spreadsheet analysis and presentation
- Dental (or other medical) insurance processing and follow-up
- Presenting dental treatment, gaining patient acceptance, completed financial arrangements and collecting money from patients
- Assisting patients in using third-party financing
- Appointing patient treatment to production goals
- Marketing skills (both at the office and out in the community)
- Leading, training, managing, and follow-up dental team to accomplish practice goals
- Filing and office systems efficiency and flow
- Excellent computer, telephone and reception skills
- Proficiency in PracticeWorks (or similar dental software), QuickBooks, MS Word, Excel, PowerPoint. Comfortable with routine computer troubleshooting and maintenance; experience with digital photography file management

### **Temperament Requirements:**

- A cheerful, respectfully outspoken nature--a **clear and direct** communication style (this is very important, as I work best with those to whom I may speak directly)
- Friendly, genuine personality; strong handshake and warm smile; easy laugh
- Efficient, detail-oriented, thorough, fast-paced multi-tasker
- Very smart, quick learner, able to retain and process tasks to completion without undue repetition
- Good with kids and anxious adults
- A passion to independently educate yourself to stay on top of the latest marketing, social media and time-saving strategies
- Strong critical thinking and problem-solving skills
- Demonstrated commitment to personal and professional growth and life-long learning

### **Starting Hours:**

16hours per week, flexible to office needs. Must be available Fridays and for scheduled team meetings.

### **Compensation:**

Base salary: \$15,500, + potential for generous pay-for-performance bonuses (collections-based)

IMPORTANT: We welcome applicants with a strong entrepreneurial bent and financial management experience, who are excited about a compensation plan that is based on increasing the practice margin. With the right drive and confidence, your base salary can quickly be quickly augmented with our generous compensation plan.

### **Benefits:**

Dental treatment in office

Profit-sharing

**Please note: you must be able to provide your own medical coverage.**

If you would like to be considered for an in-person interview, please email a copy of your most recent resume to [shsmarketing@strongandhealthysmiles.com](mailto:shsmarketing@strongandhealthysmiles.com), accompanied by a detailed cover letter outlining your particular skill set and previous financial, administrative and supervisory experience. Explain what you feel you would bring to the practice team, as this is a chance to elaborate your accomplishments *with details!* We are very excited to hear from you and look forward to the possibility of a mutually beneficial relationship.