

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 preventive care for all ages, using sedation and relaxation techniques for anxious and busy adult patients.

Assistant Office Manager

Job Description:

- Serve as face of the practice by answering phones, greeting patients by name, checking patients in, checking patients out, and providing exceptional customer service
- Schedule Doctor and Hygiene appointments to daily / weekly production goals
- Manage changes to schedule to maintain goal and schedule appointments during appropriate block booking
- Perform general office functions including filing, appointment confirmation emails and calls, handle in-coming and out-going calls, and email communication with patients and team
- Compile daily reports and review information about practice
- Use dental practice software to identify patients that require visits
- Ready the office on a daily basis for servicing patients by maintaining the beverage bar and reception area – open and close office
- Preparing charts for Doctor and Hygiene prior to seeing patients
- Maintain performance logs for appointments, new patients, etc...

Skill Requirements:

- 2-5 years previous dental practice office experience
- Learn to be proficient in Practice Works Dental Software
- Knowledge of additional software products (Word, Excel, Quickbooks, Power Point)
- Experience with digital photography file management a plus
- Multi tasking capabilities
- Professional attitude with exceptional customer service capabilities
- Quick learner, able to retain & process tasks to completion without undue repetition
- Ability to independently educate yourself
- Strong critical thinking and problem-solving skills
- Efficient, detail-oriented, thorough, fast-paced multi-tasker

Temperament Requirements:

- Cheerful, respectfully outspoken nature
- Clear and direct communication style (very important)
- Friendly, genuine personality; strong handshake and warm smile; easy laugh
- Good with kids and anxious adults

Compensation:

- Competitive and commensurate with experience
- Full medical coverage
- Dental treatment (in SHS practice)
- Paid holidays / vacation / personal time

Hours:

- 8:30 to 4:30 (30 min. lunch) Monday-Friday

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, accompanied by a detailed cover letter outlining your particular skill set and previous office 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 partnership.