

Patient Coordinator / Dental Assistant

Inverness Smiles • Birmingham, AL (Hwy 280 / Valleydale corridor) • Full-Time

Do you love taking care of people and staying busy behind the scenes? We're looking for a versatile, service-driven rockstar to join our team in a hybrid role as a Patient Coordinator + Dental Assistant.

In this role, you'll be the friendly face that welcomes patients, keeps the schedule running smoothly, and assists chairside when needed to help deliver top-notch clinical care. You'll own the patient-facing side of our front office and work hand-in-hand with our Billing & Operations Coordinator, who handles insurance claims and back-office administration.

Experience preferred. No dental experience? If you bring exceptional customer service, a strong work ethic, and a demonstrated ability to learn quickly and apply new skills — evidenced by academic achievement — we'll train the rest.

If you thrive in fast-paced environments, love connecting with people, and want a career where you can truly make an impact, we'd love to meet you.

Key Responsibilities

Patient Experience & Front Office

- Greet and check in patients, creating a warm, high-end first impression
- Manage scheduling, confirmations, and patient flow to keep the day running smoothly
- Answer phones and respond to inquiries
- Verify insurance eligibility and benefits, and clearly communicate estimated patient portions before treatment
- Collect payments at time of service and accurately document all patient transactions
- Guide new patients through intake paperwork and their first visit

Clinical Support & Chairside Assisting

- Assist the dentist during procedures, ensuring efficiency and patient comfort
- Prepare treatment rooms, instruments, and materials for each procedure
- Take digital X-rays, impressions, and intraoral scans (as trained)
- Maintain strict infection control and sterilization protocols
- Anticipate doctor and patient needs during procedures

Coordination & Case Acceptance

- Present treatment plans in a clear, supportive, and non-intimidating way
- Help patients understand the value of recommended care and next steps
- Follow up on pending treatment plans and unscheduled appointments within 48 hours
- Run recall and reactivation outreach to keep patients on track with their care

- Share our in-house membership plan with patients who could benefit from it
- Invite happy patients to share their experience in an online review at checkout

Operations & Team Support

- Collaborate with clinical and administrative team members for seamless care
- Maintain organized records and ensure accurate documentation
- Partner with the Billing & Operations Coordinator on smooth handoffs of claims, account questions, and end-of-day processes
- Support office efficiency by flexing between front and back as needed

Culture & Growth

- Deliver exceptional, hospitality-level service at every touchpoint
- Stay coachable and open to ongoing training and development
- Contribute to a positive, team-oriented, and growth-focused environment

What We're Looking For

- Dental assisting and/or front desk experience (2+ years preferred)
- Strong communication skills and team-player attitude
- Positive, patient-first mindset
- Ability to learn dental terminology and codes quickly
- Demonstrated willingness and desire to be coached
- Ability to learn quickly and work independently

Pay & Benefits

\$18-\$24/hr with growth opportunities for high performers who excel in both patient experience and clinical support.

- Employee and immediate family dental care
- Paid holidays
- 401(k) with employer match

Schedule: full-time, four-day workweek (Mon, Wed, Thurs 8-5, Tues 8-6, closed Fridays) plus one Saturday each month. Team members share in the monthly Saturday rotation when necessary.

How to Apply

Email your resume to info@invernesssmiles.com or call (205) 995-3989.

Inverness Smiles is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other characteristic protected by law.