INVERNESS SMILES

Family & Cosmetic Dentistry

Billing & Operations Coordinator

Birmingham, AL (Hwy 280 / Valleydale corridor) · Full-Time

Pay & Benefits

- Competitive pay, with growth opportunities for high performers
- Employee and immediate family dental coverage
- Paid holidays
- 401(k) with employer match
- A supportive, values-driven team and a practice that invests in its people

Schedule: Full-time, four-day workweek — Monday, Wednesday, and Thursday 8–5 and Tuesday 8–6, closed Fridays.

Are you the person who catches the error nobody else sees — the one who loves a clean day sheet, a zeroed-out aging report, and a to-do list with every box checked? Inverness Smiles is looking for a detail-driven Billing & Operations Coordinator to run the business side of our growing dental practice.

While our Patient Coordinator takes care of patients face-to-face, you'll make sure everything behind the scenes runs flawlessly: claims go out clean, insurance payments get posted accurately, statements go out on time, supplies stay stocked, and our compliance records stay audit-ready. You'll work closely with the practice's CFO on financial reporting and day-to-day financial operations, serving as the on-site point of contact for the business office.

This is a great role for an experienced dental biller who wants ownership of the full revenue cycle — and variety beyond it — in a supportive, well-organized private practice.

Key Responsibilities

Insurance & Claims

- Submit clean claims daily with proper attachments, X-rays, and narratives
- Post insurance payments and EOBs/ERAs accurately and promptly
- Track predeterminations and communicate outcomes to the team
- Follow up on outstanding and denied claims, filing appeals when appropriate
- Keep insurance accounts receivable current and well-documented

Patient Accounts & Statements

- Prepare and send patient statements on a consistent schedule
- Follow up on patient balances professionally and respectfully
- Administer patient payment plans and keep them current
- Assemble documentation for billing disputes when needed

Daily Close & Reporting

- Complete the end-of-day close, including the daily production and collections report
- Prepare deposits and daily reports for CFO review
- Maintain accurate, well-organized financial records in our practice management system

Office Administration & Compliance

- Run daily morning huddles
- Process records requests and releases in compliance with HIPAA
- Maintain HIPAA and OSHA logs, training records, and required documentation

- Prepare and verify team timesheets for payroll processing
- Administer our in-house dental membership plan (enrollments, renewals, and billing)

Supplies & Vendors

- Order dental and office supplies within an established budget
- Track inventory and manage lab case logistics
- Schedule and coordinate vendors for equipment maintenance, IT, and services

Practice Support

- Publish scheduled posts to our Google Business Profile and social channels using prepared content
- Support our patient review-request workflow
- Partner with the Patient Coordinator on smooth handoffs of account questions and daily processes

Culture & Growth

- Deliver accurate, dependable work the whole team can build on
- Stay coachable and open to ongoing training and development
- Contribute to a positive, team-oriented, and growth-focused environment
- Our team is cross-trained across front-desk and assisting roles — everyone owns their lane, and everyone can jump in where needed. It's how we keep patient care seamless and how you keep growing.

What We're Looking For

- Dental insurance billing and claims experience is required (2+ years strongly preferred)
- Working knowledge of CDT codes, EOBs, and dental insurance workflows
- Experience with dental practice management software (Oryx or another cloud-based system preferred)
- Exceptional attention to detail, accuracy, and follow-through
- Discretion and professionalism with confidential financial and patient information
- Ability to work independently, prioritize, and manage recurring deadlines

How to Apply

Email your résumé and three professional references (at least two of whom are supervisors) to **info@invernesssmiles.com**, or call **(205) 995-3989**. Please include the position title in your subject line.

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