

INVERNESS SMILES

Family & Cosmetic Dentistry

Patient 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 — plus one Saturday each month. Team members share in the monthly Saturday rotation when necessary.

Do you love taking care of people and creating a warm, high-end experience from the very first hello? We're looking for a service-driven Patient Coordinator to be the friendly face of our front office — the person who welcomes every patient, keeps the schedule running smoothly, and makes the business side of a dental visit feel effortless.

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 — evidenced by academic achievement — we'll train the rest.

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

Case Acceptance & Patient Follow-Up

- Support Dr. Aiken's treatment plan presentations, and answer patients' questions about insurance coverage
- 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
- Prepare and present the day's whiteboard, insurance details for scheduled patients, and other pertinent patient information during the morning huddle
- Maintain organized records and ensure accurate documentation

- Maintain Inverness Smiles' social media pages — respond to comments and messages, and remove abusive language, blocking those users when needed
- Partner with the Billing & Operations Coordinator on smooth handoffs of claims, account questions, and end-of-day processes
- Support office efficiency by flexing to help where 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

- Front-desk or patient-coordination experience (2+ years preferred)
- Strong communication skills and a 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

How We Work — Our Core Values

- **People Before Procedures** — Patients are people first. We lead with care, never with sales.
- **Voice It Forward** — We speak up, share ideas, and address concerns directly and kindly.
- **Always Elevating** — We keep learning and embrace better tools, techniques, and care.
- **Own Your Lane** — We take full ownership of our responsibilities and follow through.
- **United in Excellence** — We hold a high bar and win as one team.

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.

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.