



## Bilingual Front Desk Team Member

Join a team making a difference in the lives of children in need! Oral Health Partnership (OHP) is a nonprofit children's dental program that provides preventative, diagnostic, and restorative dental services to kids 0-19 years old on Medicaid/BadgerCare or who cannot otherwise afford services. We provide care at our dental clinics, in schools, and at hospitals in Green Bay and surrounding areas.

### Job Description

The front desk team greets patients, gets them ready for appointments, answers questions, and generally gets to be friendly and caring for families, kids, and the OHP team. This position will provide detailed support to a non-profit dental organization in areas of translation, administration, scheduling, case management and data entry.

**Title:** Front Desk Team Member

**Reports to:** Administrative Team Director

**Department/Location:** OHP's Clinic sites

**Classification:** Part or Full-Time

**Compensation/Benefits:** Competitive salary and benefits based on experience and work schedule

### Main Responsibilities:

- Answer incoming telephone calls, schedule appointments for patients
- Assist team verbally and on-site for translation
- Case Management - schedule patients who have uncompleted treatment
- Recall - contact and schedule patients who are due for preventative appointments
- Run the front desk of the clinic
- Greet patients and handle paperwork
- Call patients to remind them of upcoming appointments
- Balance route slips and completed treatment in Dentrix, the dental software
- Maintain patient confidentiality
- Work with a team to develop processes and policies
- Translate written forms, policies, and educational materials
- Scan, update patient information in dental software
- Other duties as assigned

### Required Skills and Abilities

- Clear communication skills, written and verbal
- Ability to use Microsoft products, dental software
- Able to work well in a team environment, handling multiple assignments and working independently
- Creative thinker
- Good organizational skills



- Ability to maintain confidentiality

**Preferred Qualifications**

- Previous experience in a dental office
- Above-average skills data entry
- Previous experience with nonprofit

**Language Requirements:** English; Bilingual in Spanish or Somali

**Travel Requirements:** Must be able to travel to any of OHP's dental service sites

**Please apply at [Indeed.com](https://www.indeed.com) or email resume to Cristy Broekman at [cristy@bcohp.org](mailto:cristy@bcohp.org).**

Learn more about OHP at [www.smilegb.org](http://www.smilegb.org).