



## Administrative 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 admin team greets patients, gets them ready for appointments, answers questions, and is generally a friendly and caring voice to the families and kids that we serve. This position will provide detailed support to a non-profit dental organization in areas of translation, administration, scheduling, case management and data entry.

**Title:** Administrative Team Member

**Reports to:** Administrative Team Director

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

**Classification:** Full-Time

**Compensation/Benefits:** \$16 – 21 an hour based on experience and benefits package that includes: 401(k); health, dental, and vision insurance; and paid time off.

### 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**

- Customer service: 1 year required
- Previous experience in a dental office
- Above-average skills data entry
- Previous experience with nonprofit

**Language Requirements:** English; Bilingual in Hmong, Spanish or Somali a plus.

**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).