



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: Full-Time

Compensation/Benefits: \$17-\$19, competitive benefits including medical, dental, and vision

Main Responsibilities:

- Answer incoming telephone calls, schedule appointments for patients
- Greeting patients and managing the front desk of the clinic
- Ensuring patient flow
- 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
- Track information using dental software Dentrix
- Work with a team to develop processes and policies
- Translate written forms, policies, and educational materials
- Scan, update patient information in dental software
- Maintain patient confidentiality
- 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

- One year of customer service experience, preferably in dental or medical setting
- Above-average skills data entry
- Previous experience with nonprofit

Language Requirements: Fluent in writing and speaking both English and Spanish

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 Zach Johnson at zach@bcohp.org.

Learn more about OHP at www.smilegb.org.