

Job Title | **Patient Coordinator**
Company | **Jackson Family Dentistry**

Reports to | **Dentist & Office Manager**

Version | **2026 0326**

Patient Coordinator

Job Overview

At Jackson Family Dentistry, our patients are our top priority. We are a relationship-based, privately owned practice focused on delivering high-quality care and a consistently excellent patient experience.

We are seeking a Patient Coordinator who will take ownership of the front office experience and play a key role in how our practice operates day to day.

This position is the first point of contact for our patients and sets the tone for every visit. You will be responsible for managing patient interactions, coordinating schedules, and ensuring that each patient feels informed, confident, and well cared for.

This is a fast-paced, detail-driven role that requires the ability to manage multiple responsibilities at once. You will be working across phones, scheduling, insurance coordination, and patient communication throughout the day. Strong organization, accuracy, and follow-through are essential.

We are looking for someone who is dependable, professional, and comfortable communicating with both patients and team members. The right candidate can stay calm under pressure, adapt quickly, take initiative without needing constant direction, and keep a positive attitude.

As a family practice, we serve both children and adults, so the ability to communicate clearly with a wide range of patients is important.

Jackson Family Dentistry has proudly served the community for over 40 years. We value consistency, accountability, and team members who take pride in their work and contribute to a positive, efficient environment.

If you are looking for a role where you can take ownership, stay engaged throughout the day, and make a meaningful impact on both patients and the team, we encourage you to apply.

Jackson Family Dentistry is committed to equal employment opportunities and the benefits of a diverse workforce.

Working Schedule

Monday, Tuesday, Wednesday: 6:45 am to 5:00 pm

Thursday: 8:45 am to 7:00 pm

One Saturday per month: 6:45 am to 1:30 pm

Responsibilities & Duties

Patient Experience & Front Office Operations

- Provide outstanding customer service to each patient
- Greet and welcome patients by name
- Communicate clearly and professionally in person, by phone, text, and email
- Build trust with patients and ensure they feel informed and comfortable throughout their visit

Scheduling & Practice Flow Management

- Schedule and confirm patient appointments with a focus on efficiency and productivity
- Optimize both doctor and hygiene schedules to reduce gaps and last-minute cancellations
- Prepare and review upcoming schedules to ensure readiness for each day
- Coordinate with team members to maintain smooth patient flow throughout the day
- This role is responsible for actively managing the schedule, not just filling it.

Insurance & Financial Coordination

- Verify and document dental insurance benefits prior to patient visits
- Review and explain treatment plans and financial responsibilities to patients
- Collect payments and assist patients with financial arrangements
- Work closely with the Financial Coordinator to ensure accuracy in patient accounts

Patient Records & Administrative Accuracy

- Maintain accurate and complete patient records, including data entry and documentation
- Update patient information and ensure all required forms are completed
- Coordinate records with referring offices and previous providers
- Upload and manage imaging and documentation (Dexis or similar systems)
- Maintain compliance with HIPAA and all privacy regulations

Communication & Case Coordination

- Coordinate care with dental specialist, labs, and outside providers
- Follow up with patients regarding treatment, appointments, and outstanding care
- Manage incoming communications across multiple platforms in a timely manner.

Daily Operations & Accountability

- Open and prepare the front office for each workday
- Complete end-of-day process, reporting, and reconciliation tasks
- Maintain a clean, organized, and professional front office environment
- Take initiative to assist team members and contribute to overall office efficiency
- Perform additional duties as assigned to support the practice

Skills & Competencies

- Strong understanding of dental insurance processes, including benefit verification and patient communication
- Confident discussing treatment plans, insurance coverage, and patient financial responsibility
- Proficiency with practice management software (Eaglesoft preferred) and ability to quickly learn new systems
- Ability to work across multiple simultaneously (scheduling software, email, phone, and text systems)
- High level of organization with strong attention to detail and accuracy in data entry
- Ability to manage multiple priorities in a fast-paced environment without losing efficiency or composure
- Strong problem-solving skills with the ability to think independently and take the initiative
- Knowledge of dental terminology and ADA coding
- Clear and professional verbal and written communication skills
- Strong time management and follow-through on tasks and patient needs
- Ability to work both independently and as part of a team
- Reliable, consistent, and accountable in daily responsibilities

This role requires comfort with a fast-paced environment where priorities can shift throughout the day. The ability to stay organized and maintain accuracy under pressure is essential.

Desired Qualifications

- High School Diploma or equivalent
- **3+ years of experience in a dental front office or Patient Coordinator role**
- Strong working knowledge of dental insurance, treatment coordination, and scheduling
- Experience working in a fast-paced dental practice
- Proficiency with Eaglesoft or similar dental practice management software
- Experience with Dexis or digital imaging system preferred
- Familiarity with patient communication and insurance tools such as Zuub, RevenueWell, or similar platforms
- Candidates with experience in a high-volume or production-doc-based dental practice are strongly preferred.

This Role Is a Strong Fit If You

- Enjoy staying busy and managing multiple responsibilities at once
- Take ownership of your work and follow through consistently
- Communicate confidently with patients about scheduling, treatment, and finances
- Prefer a structured, organized work environment

We are looking for someone who naturally connects with people, communicates confidently, and creates a positive, welcoming experience for every patient.

We are a privately owned practice, not a corporate office. We value accountability, consistency, and team members who take pride in their role.

Jackson Family Dentistry is committed to equal employment opportunity and the benefits of a diverse workforce.