

Front Office Coordinator

Carrington Square Dental | Waxhaw NC 28173

Classification:	FULL TIME , Non-Exempt
Reports To:	FD Insurance/Scheduler Coordinator
Schedule:	Mon–Tue 8am–5pm Wed 9am–6pm Fri 8am–4pm Sat
Website:	Carringtonsquaredental.com

POSITION OVERVIEW

The Front Office Coordinator at Carrington Square Dental is the first and last impression every patient has of our practice. This role is responsible for creating a warm, welcoming, and highly organized front-of-house experience that sets the tone for everything that follows. From answering phones and greeting patients at the door to managing the schedule and collecting payments at checkout, the Front Office Coordinator ensures that the operational foundation of the practice runs smoothly every single day.

This position requires someone who thrives in a fast-paced environment, genuinely loves working with people, and takes pride in doing the small things exceptionally well. The best Front Office Coordinators are energetic, organized, unflappable under pressure, and deeply committed to the patient experience. They understand that their work directly enables the clinical team to focus on delivering world-class care.

PATIENT RECEPTION & COMMUNICATION

- Greet all patients warmly and professionally upon arrival; ensure every patient feels welcome, seen, and valued from the moment they walk in
- Answer incoming phone calls promptly and with enthusiasm; schedule appointments, answer questions, and manage the patient experience over the phone with skill and care
- Respond to patient inquiries via phone, email, and online channels in a timely and professional manner
- Check patients in and out efficiently; verify and update demographic and insurance information at each visit
- Collect co-pays, balances, and patient payments at checkout; provide accurate receipts and documentation
- Communicate wait times and appointment delays to patients with transparency and courtesy
- Ensure the reception area and patient waiting environment are always clean, organized, stocked with amenities, and reflective of the Carrington Square Dental brand

SCHEDULING & APPOINTMENT MANAGEMENT

- Schedule new patient and recall appointments according to practice scheduling protocols and provider preferences
- Confirm upcoming appointments via phone and/or automated system; maintain a low no-show and last-minute cancellation rate through proactive outreach
- Manage the daily schedule to ensure providers are productive; fill cancellations quickly from a maintained short-call or waitlist
- Coordinate with the Treatment Coordinator for seamless handoff of patients scheduled for treatment appointments

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- Track and follow up on overdue recall patients; assist with reactivation outreach for patients who have lapsed in care
- Communicate schedule changes or urgent openings to the appropriate team members promptly

INSURANCE & BILLING SUPPORT

- Verify patient insurance eligibility and benefits prior to appointments; communicate coverage details accurately to patients
- Collect and enter insurance information accurately into the practice management system
- Submit insurance claims in a timely manner and follow up on unpaid or pending claims as directed by the Office Manager
- Post insurance payments and patient payments accurately; reconcile end-of-day payment reports
- Assist patients in understanding their insurance benefits and out-of-pocket responsibilities; direct complex billing questions to the Office Manager or Treatment Coordinator
- Maintain organized and up-to-date patient financial records in the practice management system

ADMINISTRATIVE & OPERATIONAL SUPPORT

- Open and close the front office daily according to established protocols; prepare the practice for the day's schedule and ensure a clean close at end of day
- Maintain accurate patient records including demographics, insurance, and medical history updates; ensure HIPAA compliance at all times
- Manage incoming and outgoing correspondence including mail, faxes, and referral documentation
- Scan, file, and organize patient documents and records according to practice protocols
- Monitor and restock front office supplies; communicate inventory needs to the Office Manager
- Support the morning and afternoon huddle by pulling and preparing the daily schedule summary
- Assist with special projects, patient outreach campaigns, or practice initiatives as directed by the Office Manager

QUALIFICATIONS

Required

- 1+ years of front desk or administrative experience in a dental or medical office
- Working knowledge of dental insurance, including eligibility verification and basic billing processes
- Proficiency in dental practice management software (Open Dental or similar)
- Exceptional phone skills and patient communication ability — warm, professional, and confident
- Strong multitasking ability; comfortable managing a busy schedule, ringing phones, and walk-in patients simultaneously
- High attention to detail and commitment to accuracy in scheduling, data entry, and payment processing
- Positive, team-first attitude with genuine enthusiasm for patient service

Preferred

- Experience in a fee-for-service or cosmetic-focused dental practice
- Familiarity with patient recall and reactivation systems
- Experience with online scheduling platforms and patient communication tool

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PHYSICAL REQUIREMENTS

- Ability to sit and stand for extended periods throughout the workday
- Ability to lift up to 20 lbs as needed
- Proficiency with standard office technology including computers, multi-line phones, printers, and scanners

ABOUT CARRINGTON SQUARE DENTAL

Carrington Square Dental is a premier dental practice located in Waxhaw NC location communities. Our practice offers comprehensive general, cosmetic, restorative, implant, Invisalign, and sedation dentistry in a modern, patient-centered environment. We are proud to be a top-rated Invisalign Gold Provider and a trusted resource for advanced implant dentistry in the region. Our team is committed to delivering a patient experience rooted in personalized care, clinical excellence, and genuine compassion.