

**Scheduling Coordinator**

**Briefing:**

Act as a liaison between patients and doctors, scheduling all procedures, and concierge service to patients as they arrive in the office. To uphold the image of Smile Out Loud and maintain our high standard of excellence in the Orthodontic industry.

**Key Responsibilities:**

* Front Desk
	+ Greet visitors upon arrival of the office and assist with signing in and getting to the appropriate area
	+ Direct tours of the office & inform them of our Smile Out Loud environment
	+ Answer telephones
	+ Data entry into Ortho2 and OrthoFi Portal
	+ Run reports daily, weekly and monthly to ensure patients are scheduled and we are maximizing capacity
	+ Assist patients with making payment on their accounts
	+ Scheduling patients for their next appointments, rescheduling appointments, etc.
	+ Cleaning of the reception and atrium areas
	+ Monitoring “Needs Attention” filter in OrthoFi Portal
	+ Assisting in calling patients in observation recall as directed by Treatment Coordinators
	+ Traveling to satellite offices as directed by supervisor
	+ Assist with Transfer in/out patients
	+ Assist in resolving issues without escalation
	+ Training of new Scheduling Coordinators
	+ Assisting patients when redeeming reward points
	+ Call on office maintenance such as plumbing, RunBiz, pest control, cable, internet, etc.
	+ Produce high quality documentation
	+ Performs other duties as requested or required by management
* Reports
	+ Patients without appointments by location (bi-weekly)
	+ Patients with Birthdays coming in the day of their appointment and give gift certificate (daily & by appropriate location)
	+ Available appointments (daily & by appropriate location)

**Key Requirements:**

* High School Diploma or equivalent
* Must be 18 years of age or older
* Customer service attitude and focus
* Must be able to work in a fast, efficient and controlled manner
* Ability to work and communicate successfully with all levels of office personnel
* Maintain positive attitude in any environment
* Perform all other physical aspects of the job including bending, squatting, lifting, climbing, and walking
* Highly organized and ability to multi-task and prioritize accordingly
* Ability to handle sensitive & confidential information
* Knowledge of Ortho2 Edge Practice Management Software
* Knowledge of Microsoft Office (word, excel, etc.)
* Basic computer skills
* Knowledge of OrhtoFi Portal
* Self Direction & Motivation
* Detail Oriented
* Ability to function as a team member and get along with others