**Job description**
**Job Title:** Patient Care Coordinator
**Department:** Front Office
**Reports To:** Lead Patient Care Coordinator
**Job Type:** Full-Time
**FLSA Status:** Non-Exempt

**Join Our Mission to Change Lives—One Smile at a Time**
At Community Dental Clinic, we believe compassionate care transforms lives. As a Patient Care Coordinator, you are more than the front desk—you are the first connection for our patients and a key part of creating a welcoming, respectful, and supportive environment.
This role is ideal for someone who thrives in a fast-paced setting, stays organized under pressure, and is passionate about serving underserved populations.

**Your Impact**
You will help ensure smooth daily operations while creating a positive, patient-centered experience by:
- Welcoming patients with warmth, dignity, and respect
- Managing phones, scheduling, and front-desk flow
- Supporting patients through their care journey with clear communication
- Assisting vulnerable populations with patience and professionalism
- Collaborating with clinical staff and volunteers
- Capturing patient stories, testimonials, and survey data to support grants and program growth

**Core Responsibilities**
- Front-desk operations: check-in/check-out, phones, scheduling, and patient coordination
- Patient intake, records management, and HIPAA-compliant data entry
- Maintain organized reception and office spaces
- Process paperwork, referrals, and lab coordination
- Support treatment planning and post-op care coordination
- Assist with administrative tasks and office supply management
- Ensure patient surveys are completed for reporting and program improvement

**What You Bring**
- Strong organizational and multitasking skills
- Excellent communication and phone etiquette
- Compassionate, patient-first mindset
- Ability to work with diverse and underserved populations
- Dental office experience preferred
- Familiarity with dental terminology and workflows
- Experience with Dentrix (or similar) and Microsoft Office a plus

**Experience & Education**
- 1+ year in a healthcare or administrative setting preferred
- High school diploma or equivalent required

**Schedule & Benefits**

- Full-time, Monday–Friday (8:00 am-5:00 pm)
- PTO and paid holidays

**Working Environment**

- Mission-driven, fast-paced clinic
- Requires standing, walking, and light lifting (up to 30 lbs)
- Indoor/outdoor tasks as needed
- Background check required

**Our Support Model**

- Targeted recruiting for experienced, service-oriented candidates
- Behavioral vetting focused on compassion and professionalism
- Full onboarding support, including HIPAA and compliance training
- Ongoing check-ins to ensure success and alignment

**Be Part of Something Bigger**

Join a team dedicated to restoring confidence and dignity through accessible dental care. If you're looking to make a real impact, we'd love to meet you.

For any inquiries or submissions, please email your cover letter and resume to: Jennifer Whittington, Executive Director, at Jenn@communitydtlclinic.org

*Community Dental Clinic is a Drug-Free Workplace and Equal Opportunity Employer. CDC does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. Community Dental Clinic encourages people of all minority statuses to apply.*