



# CHILDREN'S DENTAL HEALTH CLINIC

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## JOB OPPORTUNITY AT THE CHILDREN'S DENTAL HEALTH CLINIC (CDHC)

### Patient Care Coordinator

**Reports to:** Clinic Operations Manager

**Rate of Pay:** \$20+ (Depending on work experience)

**Employment Type:** Part Time (Non-Exempt)

**Location:** Long Beach, California (On-Site)

#### POSITION SUMMARY

The Patient Care Coordinator (PCC) is a key front-office role responsible for delivering exceptional customer service and supporting efficient patient care operations. This position serves as a primary point of contact for patients, assisting with appointment scheduling, intake, and administrative support. The PCC works closely with clinical staff to ensure smooth patient flow, accurate documentation, and a positive patient experience. Responsibilities include managing phone and front-desk inquiries, verifying patient information, and maintaining confidential records in compliance with HIPAA and organizational policies. The ideal candidate is organized, service-oriented, and comfortable working in a fast-paced healthcare environment. Bilingual fluency (English/Spanish) is preferred. Prior healthcare experience is a plus but not required—training may be provided.

#### POSITION RESPONSIBILITIES

##### Patient Interaction & Front Desk Operations

- Greet patients, families, and visitors warmly and professionally.
- Answer phone calls, respond to inquiries, and route messages appropriately.
- Check patients in and out for appointments, ensuring accurate demographic and insurance information is recorded on forms.
- Schedule, confirm, and reschedule appointments.
- Assist with patient registration, including new patient intake and consent forms.

##### Insurance Support

- Verify insurance eligibility and benefits prior to appointments.
  - Verification based on previously set-up schedule posted in the front office
- Collect co-pays, payments, and issue receipts as needed.
- Educate patients about financial policies, sliding fee scales, or payment plans as applicable.

##### Administrative & Clerical Tasks

- Maintain a clean and organized front desk and waiting area.
- Scan and upload documents into patient records.
- Prepare and verify daily schedules.
- Ensure full schedules for the following day before leaving each afternoon.

##### Compliance & Confidentiality

- Maintain compliance with HIPAA and patient confidentiality policies.
- Follow clinic protocols and infection control standards.
- Participate in staff meetings, training, and continuous improvement initiatives.

##### Other Duties

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**All staff are expected to:**

- Attend scheduled staff meetings on time and prepared with requested updates or materials.
- Attend all signature annual events and other "key" events on the annual programmatic calendar.

**POSITION QUALIFICATIONS – EDUCATION AND EXPERIENCE****Education/Certifications:**

- High school diploma or equivalent

**General Skills & Qualifications:**

- Knowledge of Medi-Cal Dental (Denti-Cal) and/or private insurance programs.
- Minimum 2 years of front office or customer service experience, preferably in a dental or healthcare setting.
- Strong verbal and written communication skills.
- Excellent organizational and time-management skills.
- Extremely organized, reliable and detail-oriented.
- Excellent written and verbal communication skills.
- Knowledge and proficiency with the following:
  - G Suite Applications (Google Docs, Google Sheets, Google Slides, Google Calendar)
  - Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook)
  - Operating technology and software necessary for a virtual working environment, including Zoom video conferencing and Microsoft Teams.
  - Electronic signature applications such as DocuSign
- Bilingual in English and Spanish or another language spoken by the community. (Preferred)

**Physical Requirements/Demands:**

- Sedentary work including prolonged periods of sitting at a desk and working on a computer; remaining in a stationary position, often standing or sitting for prolonged periods.
- Occasionally walking and moving about to accomplish tasks or moving from one worksite building to another.
- Light work that includes moving objects up to 20 pounds.
- Ascending or descending sets of stairs or ramps when other means of movement are not available.

**TO APPLY**

Please send your resume and cover letter to Brandon Thomas, Human Resources Manager, at [bthomas@cdhc.org](mailto:bthomas@cdhc.org).

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**AFFIRMATIVE ACTION/EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The Children's Dental Health Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

We strongly encourage both people of color and transgender or non-binary people to apply. The Children's Dental Health Clinic is an equal opportunity employer and welcomes everyone, including non-LGBTQ people, to join our team.

**ABOUT THE CHILDREN'S DENTAL HEALTH CLINIC**

The Children's Dental Health Clinic (CDHC) is a non-profit pediatric dental clinic providing specialized oral health care services, support and training from the main clinic in Long Beach and satellite clinic on Catalina Island. As the safety-net oral health care provider for low-income children and young adults ages 0-21 from greater Long Beach and southern Los Angeles County, we are proud of our nearly 100-year history of providing local families with the comprehensive, compassionate and quality dental care everyone deserves. We also support the unique needs of children who are disabled or medically-compromised, and we are an accredited training facility for multiple dental specialties. You can learn more about us at [cdhc.org](http://cdhc.org).