



A Patient Service Agent handles our patient service calls. You will be responsible for utilizing available tools to provide customer service to all patients who call for assistance. As part of our team of agents, you will be responsible for creating and developing relationships within a targeted community of patients.

Responsibilities

- Utilize multiple computer applications at one time and be able to maneuver through their respective functions
- Maintain Smile Doctors standards of professional conduct
- Work as a consultative partner to your patients, building rapport and providing direction
- Acquire patient and issue-related information into call-tracking database
- Respond to inquiries in a courteous and timely manner, utilizing proper grammar and verbal skills
- Provide optimal patient experience by effectively resolving issues on a patient's first call
- Coordinate appointment schedule
- Take payments

What a successful Patient Service Agent looks like...

- Energetic
- Compassionate
- Outgoing (not afraid to sing and dance with patients)
- Empathetic
- Knowledgeable
- Willing to learn and be taught
- Coachable
- Tactful
- Conversational
- Confident
- Willing to Serve (whenever, however, whoever, whatever)

About this position

- Full-time
- Possible occasional travel to multiple locations
- Smile Doctors offers its team members a comprehensive and competitive menu of benefits! You may choose between a PPO or High Deductible Medical plan, Dental that is NO COST to team members, and Vision. Basic Life and AD&D is provided to all team members as well as Long Term Disability a hospital indemnity plan. There is a menu of supplemental benefits that include additional Life, AD&D (for the team member and family). Critical Illness, Short Term Disability and Accident plans are



Patient Service Agent

Job Description



SMILE DOCTORS
B R A C E S

offered through AFLAC.

Required education

- High school diploma or equivalent

Preferred experience

- Bilingual (Spanish) or (Vietnamese) a plus
- 1-year dental field experience a plus
- Call Center experience a plus

Physical Demands

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.

While performing the duties of this job, the team member is regularly required to talk or hear. The team member is required to routinely use their hands with detailed dexterity when performing job duties, such as typing. This is a mildly active role; the team member will be required to sit, stand, walk, and bend over routinely to perform all duties. Must be able to lift at least 20lbs.

If you are interested in joining our team, please send your resume and cover letter to recruiting@smiledoctors.com.

