Patient & Student Support Assistant (2 positions)  
Patient Services, Faculty of Dentistry

Dalhousie University is Atlantic Canada’s leading research-intensive university and a driver of the region’s intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our 18,500 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, poised to celebrate 200 years of academic excellence in 2018.

The Faculty of Dentistry operates state-of-the-art general and specialty clinics to support our educational programs. More than 100 dentists and dental hygienists support 167 Dentistry students and 64 Dental Hygiene students in our clinics. Reporting to the Manager via the Supervisor, Patient Services, the Patient and Student Support Assistant, as a member of a team, will be front line staff for the Dalhousie Dental School providing administrative and customer service support to the various undergrad and graduate clinics including ten specialty clinics in the faculty.

Key Responsibilities:
- Provide reception and clerical support for undergraduate, graduate and faculty practice clinics. Update and check in patients for appointments on the Clinic Information System software, axiUm.
- Review patient charts and referral information, consult with faculty and schedule appointments; respond to patient emergencies.
- Communicate with the Dental Assistant Supervisor and staff to ensure dentists, students, and facilities are supported and scheduled appropriately for patient appointments.
- Determine patient type/category and analyze treatments for further submissions for insurance or alternate coverages.
- Ensure student assignments and faculty and staff coverage are organized. Schedule monthly planning meetings for group practices; attend meetings and provide information regarding patient progress and treatment issues as necessary.
- Review patient accounts for billing purposes, enter treatments and review account status as well as reconcile daily receivables and receipts.
- Triage phone calls and in person to determine if the patient is experiencing a dental emergency based on the dental faculty criteria.
- Assist and provide feedback for any questions from students about various patient communication issues and management.

Note: We ask that all candidates have updated immunization records.

Qualifications: Completion of a Dental Office Management program or a Dental Assisting Program with three to five years’ experience in an administrative capacity in a dental office (or equivalent combination of training and experience) is required. Proficient data entry skills and Microsoft office skills are required. Knowledge of dental terminology required. Experience in the use of a dental office management program such as Abledent or Dentrix etc. is highly desired. Excellent organizational, interpersonal and communication skills required.

Dalhousie University supports a healthy and balanced lifestyle. Our total compensation package includes a defined benefit pension plan, health and dental plans, a health spending account, an employee and family assistance program and a tuition assistance program.

Apply online by 10 p.m. on October 30, 2017 to competition N77-17096.

Bargaining unit employees for NSGEU local 77 are given first consideration and will be notified regarding the status of their application. All other applicants will be considered when there is no qualified internal candidate. We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

Dalhousie University is committed to fostering a collegial culture grounded in diversity and inclusiveness. The university encourages applications from Aboriginal people, persons with a disability, racially visible persons, women, persons of minority sexual orientations and gender identities, and all candidates who would contribute to the diversity of our community. For more information, please visit www.dal.ca/respect.
**Salary Range:** $22.28 - $27.17 per hour (32.5 hours per week, $37,647 - $45,911 annually). (C-5)

This is a provisional classification. Formal classification procedures will be initiated by the Compensation & Job Evaluation Unit in approximately six months.

This position is part of the Nova Scotia Government and General Employees Union Local 77 (NSGEU).

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