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## Front Desk Manager, Dental Office

*Full-Time, Long-Term*

Be responsible for running the front desk of our large family dental practice in Frederick, Maryland ([drhlevyassoc.com](http://drhlevyassoc.com)), where we will appreciate your professionalism, your ability to problem-solve and communicate effectively, your computer and clerical competence, and your fair-mindedness.

### You will lead our front desk by example, including:

- providing exceptional customer support
- communicating and working harmoniously and effectively with our patients, staff, doctors, and other organizations
- supervising front desk staff, while encouraging each individual to use and develop their natural talents
- attentively listening to directions and instructions, and clearly and professionally communicating them to front desk staff; training new employees
- quickly adjusting to unexpected circumstances and finding effective solutions
- mastering our clerical procedures and offering creative suggestions to improve them

### This position will suit you if:

- you enjoy being responsive to patients' needs, including scheduling and financial counseling
- you are an extraordinary face-to-face, phone, and email communicator
- you are a team builder and rule enforcer without making others feel like you are using force
- you value fairness, and are able to hear all sides and do your research before offering an opinion
- you are detail-oriented, have excellent time management skills, and are able to work under stressful conditions with an even temperament
- you are willing to remain in personal contact with each and every front desk staff member

### Applicants must have:

- Associate degree or higher
- 2 years of demonstrated experience in dental front desk management
- proficiency in Dentrax, MS Word, MS Excel, and ability to quickly learn to use software
- a strong understanding of how to read patient ledgers and insurance EOBs
- excellent interpersonal, analytical, and organizational skills, positive disposition and calm demeanor

**One (1) letter of reference** outlining your qualifications and demonstrating how your experience and skills match the job requirements is required when applying.

**Please submit your resume, cover letter with salary requirements, and letter of reference – via email only – to [dmr@drhlevyassoc.com](mailto:dmr@drhlevyassoc.com).** All inquiries about this position by email only, please. If you are invited to interview with us, we will ask you to sign a background check consent form.