

Pinewood Dentistry and Implants

Front Office Team Member / Treatment Coordinator - Cumming, GA

Position Overview

Pinewood Dentistry and Implants is hiring a front office team member and/or treatment coordinator for our growing Cumming office.

No dental experience is required for the right person. The biggest requirements are the ability to learn how we do things, attention to detail, a strong work ethic, and a desire to grow with the practice.

This role is a great fit for someone who is organized, friendly, dependable, comfortable communicating with patients, and interested in building a long-term career in a modern dental practice.

We will work with the right applicant to shape the role around their strengths while teaching the systems, language, and workflows that make our office run well.

About Pinewood Dentistry

At Pinewood Dentistry and Implants, we provide comprehensive general dentistry using advanced technology and a patient-first approach. Our team uses digital tools, clear communication, and thoughtful systems to help patients understand their care and make confident decisions.

Our culture is professional, friendly, detail-oriented, and built around doing things the right way. We are not trying to see as many patients as possible. We want the day to run smoothly, patients to feel cared for, and the team to feel proud of the experience we create.

What Makes This Role Important

The front office is often the first and last impression patients have of our practice. This role helps create a welcoming experience, keeps the schedule organized, supports treatment coordination, and helps patients understand the next steps in their care.

Because we perform comprehensive dentistry, clear communication and attention to detail matter. We will train the right person in our systems, but we need someone who is willing to learn, ask questions, follow processes, and take ownership of assigned tasks.

Possible Responsibilities

Depending on experience, strengths, and training, this position may include:

- Greeting patients and creating a welcoming front office experience
- Patient check-in and check-out
- Entering and updating patient information in the software system
- Collecting payments and helping patients understand balances
- Scheduling next visits and helping maintain productive office flow

- Discussing treatment plans, costs, and financial options with patients
- Coordinating third-party financing options
- Helping schedule overdue hygiene, outstanding treatment, and broken appointments
- Supporting insurance verification, estimates, copays, and treatment plan entry
- Entering insurance EOBs and allocating payments accurately
- Communicating with patients by phone, email, and in person
- Helping support the overall success and organization of the office

Who We Are Looking For

The ideal candidate is:

- Friendly, professional, and welcoming with patients
- Highly detail-oriented and organized
- A strong learner who can follow systems and improve over time
- Dependable, self-motivated, and willing to take ownership
- Comfortable communicating clearly with patients and teammates
- Calm and focused in a busy office environment
- Open to feedback and learning new processes
- Interested in growing with the practice long-term

Experience and Training

Dental experience is not required for the right candidate. Experience in customer service, hospitality, administration, healthcare, sales, scheduling, or other detail-oriented service roles may translate well into this position.

The most important qualities are attention to detail, communication, coachability, professionalism, and the ability to learn our systems.

Preferred Qualifications

- Prior dental, medical, administrative, hospitality, or customer service experience
- Experience discussing costs, scheduling, or financial options with customers or patients
- Comfort using computers, software systems, and digital communication tools
- Bachelor's degree preferred, but not required

Schedule

This is a full-time position primarily based in our Cumming office. Flexibility to occasionally assist at our Sandy Springs location is a plus. Onboarding may include spending time in Sandy Springs to meet and train with team members there.

Office Hours

Monday: 8:00 AM - 6:00 PM (Lunch 1:00 PM - 2:00 PM)

Tuesday: 8:00 AM - 3:00 PM

Wednesday: 8:00 AM - 3:00 PM

Thursday: 8:00 AM - 3:00 PM

Friday: 8:00 AM - 1:00 PM

Weekends: No weekends

Compensation and Benefits

Pay for this position is salary-based and depends on experience, strengths, and fit for the role. The posted range is \$30,000 - \$50,000 per year.

Benefits may include:

- Employer-sponsored health insurance
- Paid time off
- Holiday pay
- Dental benefits and complimentary dental work for employee and dependents
- Employee discount
- Bonus opportunities based on treatment coordination and office performance
- Training, mentorship, and long-term growth opportunities

Our Hiring Process

We take hiring seriously because culture matters. Our process may include:

- Application review
- FaceTime or Google Meet video interview
- In-person interview
- Working interview
- Onboarding and a 90-day getting-acquainted period

To Apply

Please email the following to **rebecca@pinewooddentistry.com**:

- Cover letter
- Resume
- At least one professional reference (two preferred)

Applications missing these items may not be considered.

Please do not call or stop by the office, as our team is actively caring for patients throughout the day.

Learn more about our office and culture: **www.pinewooddentistry.com**