



GRANVILLE VANCE

public health

Lisa Macon Harrison
Health Director

March 15, 2024

Dental Clinic Front Office Receptionist

Processing Assistant III

Salary Grade (57)

Salary Range: \$32,395 to \$51,790.

Position #463-04-722

It is the practice of GVPH to post the entire salary range for each job posting from hiring level to top of the range.

Salary offer will be commensurate with experience, education, and equity with others in the agency upon hire.

Local government entities may not offer salary levels outside of the posted salary range for each job posting.

Granville Vance Public Health (GVPH) is currently accepting applications for a full-time Processing Assistant III, Dental Clinic Front Office Receptionist position for the Dental Clinic in Oxford, N.C.

THE PRIMARY PURPOSE: The person in this position performs a variety of customer service, clerical, and office assistance tasks including data entry and word processing duties associated with the dental program clinical and community activities. Duties in the position include but are not limited to:

- Greets and registers patients and visitors
- Interviews clients and obtains financial information, medical and personal data; ensures confidentiality of data; obtains necessary signatures for release of confidential data
- Provides clerical and office assistance; obtaining information; preparing, maintaining, and receiving records, logs, and files; scheduling appointments; typing, word processing and data entry duties; compiling data; preparing reports
- Answers telephone and returns voicemail as needed
- Maintains dental appointment schedule within specified scheduling guidelines
- Collects payment for services
- Maintains working knowledge of NC Medicaid, NC Tracks, Dentrax Enterprise and common insurance plans to assure accurate communication with patients
- Maintains and scans all records and files as specified
- Ensures that data is entered into computer system accurately
- Provides routine information about agency or programs; responds to routine questions and refers other questions to proper authority
- Coordinates referrals, consultations, and follow-up to specialists
- Interprets and translates verbal and written communication between English and Spanish, if applicable
- Performs related tasks as required

MINIMUM REQUIREMENTS: High School graduation and demonstrated possession of knowledge, skills, and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience. Required experience/skills: customer service, general office equipment including computers, and math skills. Experiences/skills preferred: Bilingual (English/Spanish), Dentrax Enterprise, and dental office experience. Neatness, accuracy, ability to work well with others, and confidentiality are essential to this position.

COMPENSATION PACKAGE: GVPH offers competitive benefits including paid group medical insurance, N.C. Local Government Employees Retirement System membership, thirteen paid holidays, and vacation and sick leave. Other voluntary group benefit options are available, including 401(k), 457(b), dental insurance, life insurance, vision insurance and flexible spending accounts.

APPLICATION PROCESS: To apply for these positions interested applicants must submit the following: a completed State application (PD 107), certified college transcripts and three work-related references. This position is open until filled with first review of applications on April 1, 2024. Applicants may submit via email to humanresources@gvph.org or postal mail to:

Personnel Director

Granville Vance Public Health

Post Office Box 367

Oxford, North Carolina 27565

SELECTION PROCESS: The selection process includes review of qualifications, structured interviews, reference checks on qualified applicants and successful completion of a pre-employment drug screen. This position will remain open until filled.

GVPH is an equal opportunity employer.