

# Employment Opportunity

**Open Position:** Front Desk / Administrative Assistant  
**Position Type:** Full Time (4 days/week)  
**Location:** Decorah, IA



Northeast Iowa Pediatric Dentistry is a state-of-the-art dental office in Decorah, Iowa. Our mission is to provide specialized and comprehensive dental care for infants, children, adolescents and patients with special health care needs in a friendly, safe environment, with a focus on prevention and education.

We are currently looking to hire someone to work at our front desk as an administrative assistant. Candidates for this position should be **highly organized with a close attention to detail**. Listed below are *some* of the job responsibilities expected in this position:

- Greet patients and parents in a friendly and welcoming manner upon entering our office.
- Confirm all new patient paperwork has been filled out appropriately.
- Scan paperwork and insurance cards into our dental software.
- Enter patient, parent and insurance information into our dental software accurately.
- Answer incoming phone calls and emails in a professional manner.
- Make outgoing, reminder phone calls to patients.
- Schedule new patient exams, as well as existing patient treatment and recall appointments.
- Play a role in the management of referrals to and from other dentists.
- Process payments made by families following appointments.
- Maintain patient confidentiality per HIPPA requirements.

The practicing dentist and business manager will provide supervision and guidance for this position.

## Job Requirements

- High school graduate or equivalent.
- Strong grammatical and proofreading skills.

## Preferred Qualifications

- Prior front desk experience in some capacity.
- Previous history of work in the dental field.
- Associate degree or equivalent.

## Offered Benefits

- Retirement plan (401K), with employer matching.
- Paid time off (PTO) and paid holidays.
- Health insurance (*employer does NOT contribute*).
- Bonus system based upon monthly, office-wide production.

Interested candidates should send a cover letter and résumé to [info@neiapd.com](mailto:info@neiapd.com). Three references should be available upon request.

*Northeast Iowa Pediatric Dentistry is an Equal Opportunity Employer. This company does not and will not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.*

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