



Clinical Operations Coordinator I – Staff - California Northstate University, Sacramento , California, USA

POSITION TITLE	:	Clinical Operations Coordinator I
REPORTS TO	:	Dental Clinic Operations Manager
WORK SCHEDULE	:	1.0 FTE, full time, non-exempt, Monday-Friday,
CLOSING DATE	:	Open until filled
SALARY	:	\$26.50 per hour

Position Summary:

The Clinical Operations Coordinator is a key member of the dental clinic team, serving as the primary point of contact for patients, managing front desk operations, coordinating appointments, and overseeing financial and insurance-related responsibilities. This role ensures smooth day-to-day clinic operations while providing excellent patient service, accurate insurance and billing management, and comprehensive support to providers and clinical staff.

Key Responsibilities:

Front Desk & Administrative Duties:

- Greet and welcome patients and visitors, ensuring a professional and courteous first impression.
- Answer incoming calls and document appropriately in patient records.
- Manage multi-line phone systems, emails, and patient inquiries efficiently.
- Prepare patient charts, verify records, and update demographic and insurance information.
- Ensure the reception and waiting areas are clean, organized, and presentable.
- Maintain inventory count on a daily or weekly basis.
- Order inventory as needed for the clinic.
- Perform general office duties such as photocopying, faxing, filing, and other administrative tasks.
- Open and close the clinic each day, including unlocking/locking doors, turning on/off lights, logging in/out of systems, and preparing workstations.



- Using appropriate PPE to mobilize tools from clean SPD to Dispensary.
- Each team member will rotate, once or twice a week downstairs to assist patient flow and sign off on orders.

Patient Intake & Scheduling:

- Patient intake, including assisting with new patient and health history forms as necessary.
- Ensure complete patient and insurance verification coverage as part of the appointment setting process.
- Complete patient booking/scheduling with all necessary information.
- Schedule, reschedule, or cancel appointments, and ensure accurate documentation in patient records.
- Call patients on the wait list (minimum of 10 patients for every 4-hour shift).
- Assist patient into the appointment chair if needed or as requested.
- Contact patients promptly regarding schedule changes or rescheduling needs.
- Coordinate with providers and clinical staff to ensure proper preparation of treatment rooms and instruments for each appointment.
- Print out daily appointment schedules and prepare instruments for the following day.
- Make sure each chair has the appropriate tools before each appointment in conjunction with faculty and students.

Insurance & Financial Coordination:

- Verify patient insurance coverage and communicate benefits with patients.
- Submit insurance claims, follow up on outstanding claims, and resolve coverage and billing questions with patients as needed.
- Collect payments, reconcile daily deposits, and maintain accurate patient financial records.
- Collaborate with the Financial Coordinator to manage accounts receivable and resolve outstanding balances.
- Assist patients in understanding financial options, including payment plans and treatment costs.
- Handle collection activities, including preparing accounts for collections or small claims when approved.



- Close out every patient at the end of the appointment to ensure payment has been collected and the next appointment has been scheduled.

Patient Case Management:

- Monitor patient progress and treatment plans, ensuring all steps in care are documented and communicated.
- Coordinate follow-ups for deferred or ongoing treatments.
- Maintain accurate electronic health records, including dental history, test results, and treatment notes.
- Communicate with specialists and providers as needed to coordinate comprehensive treatment plans.
- Provide education and guidance to patients regarding treatment options, oral health, and financial considerations.

Inventory & Clinic Support:

- Maintain daily or weekly inventory counts of clinic supplies and order as necessary.
- Transport instruments and tools using appropriate PPE from SPD to the dispensary.
- Assist faculty, providers, and students with preparation of instruments and treatment rooms.

Miscellaneous Duties:

- Balance petty cash and cash receipt logs according to university accounting policies.
- Perform other related duties as assigned or requested.

Minimum Qualifications:

- High school diploma or equivalent required; Bachelor's degree in accounting, finance, healthcare administration, or related field strongly preferred.
- Background check and up-to-date immunizations, including COVID-19 boosters.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and ability to learn dental or medical scheduling software.
- Strong organizational, analytical, and financial skills.
- Excellent customer service, interpersonal, and communication skills.
- Knowledge of dental terminology and clinic operations.



- Ability to maintain patient confidentiality and comply with HIPAA standards.

Preferred Qualifications:

- 2+ years of experience in a medical or dental clinic.
- Experience with insurance billing, dental terminology, and CDT codes.
- Certification in office administration, medical administration, or related field.
- Multilingual skills a plus.

Application Instructions:

Please submit your cover letter, resume/CV, list of references, and any additional supporting materials to Tricia.Brown@cnsu.edu or HR@cnsu.edu with the subject line **“Clinical Operations Coordinator.”** Review of applications will begin immediately and continue until the position is filled.

Equal Employment Opportunity Statement:

California Northstate University is committed to providing equal employment opportunities to all employees and applicants, regardless of protected characteristics such as race, color, religion, sex, national origin, age, disability, or veteran status.