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|  | **JOB AND ROLE DESCRIPTION** |

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| **Position Name** | Full-Time Remote Administrator | **Company** | Seaport Smiles |
| **Job Purpose** | We seek an organized, proactive Remote Administrator to manage administrative tasks, handle patient inquiries, schedule appointments, and deliver outstanding customer service. This full-time role requires a positive attitude, excellent communication skills, and the ability to efficiently manage tasks in a remote setting. You must be available to take calls throughout your shift, with a designated lunch break. | | |

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| **REQUIRED QUALIFICATIONS** | |
| **Education** | |
| * College Diploma: Administrative Management Careers, Business Administration. * Desirable Master | |
| **Training or Expertise** | |
| * High English level (Well spoken, well written) * Strong Microsoft Office skills * Google suits knowledge. * Google Drive and iCloud. * Experience with Mac/Apple (Office runs these systems) * Ability to quickly implement new software and technologies. | |
| **Experience** | * 3 or more years of experience working in administrative roles (Desirable remotely for USA-based companies) * Desirable experience of hospitality and Customer Service. * Knowledge of orthodontic or dental terminology and procedures is a plus |

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| **JOB FUNCTIONS** |
| * **Patient Communication:** Handle inbound calls with professionalism and friendliness; respond to patient inquiries via phone and email, providing accurate and helpful information. * **Appointment Scheduling:** Schedule and manage appointments, follow up with patients to confirm or reschedule as needed. * **Support and Assistance:** Assist patients with treatment questions, general information requests, and ensure all patient needs are met. * **Team Collaboration:** Communicate with team members to maintain seamless patient care and coordination. * **Availability:** Remain available during scheduled hours (except for lunch break) to handle calls, emails, and other communication with patients. |

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| **REQUIRED SKILLS** |
| * **Experience:** Prior experience in administrative or customer service roles; experience in a dental or orthodontic setting is a plus. * **Communication Skills:** Excellent verbal and written communication skills in both English and Spanish. * **Organizational Skills:** Strong attention to detail with the ability to manage high volumes of calls and emails effectively. * **Independence:** Self-motivated with the ability to work independently in a remote environment. * **Technical Needs:** Reliable internet connection and a quiet workspace to ensure professional patient communication. * **Language Proficiency**: High level of spoken and written English. |

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| **BENEFITS** |
| **Remote Work Flexibility:** Work from the comfort of your own home.  **Consistent Full-Time Hours:** Stable schedule with designated work hours.  **Competitive Salary: $1,100.00 USD** monthly compensation.  **If you’re a reliable and proactive individual passionate about patient care and want to be part of a supportive team, we’d love to hear from you. Please apply with your resume and a brief introduction explaining your interest in this role.** |
| **Company Overview:**  Seaport Smiles is a modern orthodontic practice committed to providing top-quality care and exceptional customer service. We prioritize creating a welcoming environment and building positive, lasting relationships with our patients. As we grow, we are looking for a skilled and motivated Remote Administrator to join our team and support our office from a distance. |