

Scheduling Coordinator

Massey Orthodontics

At Massey Orthodontics, our Scheduling Coordinator is the heartbeat of the front of house. You are the first face patients see, the voice they hear on the phone, and the energy that sets the tone for everything that follows. Think hotel concierge, warm, sharp, and genuinely glad you're here. If you are the kind of person who remembers names, reads a room effortlessly, and makes strangers feel like regulars, we want to meet you.

WHO YOU ARE

- You lead with hospitality, and that means more than just greeting someone at the door. Patients and families should feel genuinely welcomed and celebrated from the moment they walk in, and you're the person who makes that happen naturally.
- You bring real energy to the work, the kind that comes from actually enjoying people and caring about what you're part of. You show up prepared and present, and that attitude is contagious in the best way.
- You're a natural connector who picks up on what someone needs before they have to say it, and you know how to make a conversation feel easy and personal even when the day is busy.
- You're the kind of teammate people count on because you follow through, you communicate, and you take ownership of your responsibilities without waiting for someone else to step in.
- You take pride in your environment and understand that the lobby, the front desk, and the check-out area are a reflection of who we are as a practice, so you treat them accordingly.
- You stay highly organized and keep track of the details that matter, even when the pace picks up and the schedule gets full.
- You can manage several things at once without getting flustered, and you bring the same warmth to your 60th patient interaction of the day as you did to your first.

WHAT YOU'LL DO

- Greet every patient and family with warmth, attention, and genuine care
- Own the schedule, confirming, adjusting, and filling gaps with urgency and professionalism
- Communicate with patients via phone, text, and email in a way that reflects our HEART values, never rushed, always real
- Manage the flow of the front of house so that every transition, from arrival to checkout, feels smooth and cared for
- Keep the lobby, front desk, and check-out areas clean, organized, and welcoming at all times
- Coordinate across departments, so clinical and administrative teams are always in sync

WHAT WE OFFER

- A team culture built on our HEART values, hospitality, enthusiasm, care, and genuine investment in one another
- A fast-paced, purpose-driven environment where your role actually matters
- Leadership that trains, encourages, and celebrates the people who show up
- Opportunities to grow personally and professionally within the practice

We help people live healthy, abundant lives by inspiring radiant smiles. If you want to be part of that, we'd love to hear from you.