

Front Office  
Coordinator  
Recruiting Toolkit



DENTAL BRANDS

*Raising the standard in children's oral healthcare*

**The following processes are best practices designed to assist you in your search for top talent.**

➤ **Review Resume**

- Review the candidates resume for spelling & grammatical errors, gaps in employment, short tenures at previous employers, etc.

➤ **Phone Screen**

- Introduce the Company (Provide specific location information as necessary)  
D4C Dental Brands, Inc. is a DSO (dental service organization) that provides administrative services to the dental, orthodontic, oral surgery and sedation centers that it Affiliates with. Some of the administrative services include HR, IT, Accounting, Purchasing, Revenue Cycle Management, Payroll, and Marketing. D4CDB began in 2010 by combining 13 pediatric dental offices in metro Atlanta. To date, we have over 140 offices and counting as we continue to affiliate with new offices. D4CDB currently has a presence in GA, SC, DC,VA, MD, FL, IA, OH and TX.

➤ **Face to Face Interview**

Welcome the candidate into the practice. Give them a tour and introduce them to doctors and team members. To begin the interview, the interviewer may refresh the candidate's awareness of the organization's history/background as well as share details regarding how the position fits into the overall business operations. This will set the tone and lead into the facilitation of the behavioral interview questions below.

➤ **On Site Assessment**

- Assessments (more commonly known as working interviews) are designed to help employers evaluate the skills of their candidates. The candidate should observe the practice flow for 2-4 hours. During this time, the Practice Manager and/ or mentor should assess their skill level in the area listed on the skills assessment feedback form. This time should also be used to observe the candidate's interaction with other team members, doctors and patients. To set the candidate up for success, explain the expectations of the skills assessment to the candidate.

The following categories and attributes are directly correlated to successful D4C Dental Brands employees. The attached interview guide attempts to direct the line of conversation during the interview process, to allow for a motivational and behavioral assessment of these attributes.

Category	Attributes
<b>IMPACT</b>	<ul style="list-style-type: none"> <li>· Demonstrates understanding of implications of decisions made</li> <li>· Consistently delivers high performance results</li> <li>· Demonstrates understanding of their role and the impact on the business</li> </ul>
<b>RESILIENCE/GRIT</b>	<ul style="list-style-type: none"> <li>· Exhibits passion or perseverance for long term success</li> <li>· Emphasizes sustained consistent results</li> <li>· Demonstrates ability to overcome obstacles</li> </ul>
<b>OWNERSHIP</b>	<ul style="list-style-type: none"> <li>· Possess the “can do” attitude when faced with challenges</li> <li>· Believes they can control their own achievement</li> <li>· Anticipates and takes control of environment</li> <li>· Demonstrates accountability</li> <li>· Exhibits ability to learn from mistakes</li> </ul>
<b>TEAMWORK</b>	<ul style="list-style-type: none"> <li>· Ability to work with others effectively</li> <li>· Open to feedback from all members of the team</li> <li>· Focused on the team more than themselves</li> <li>· Holds themselves and the team accountable to expectations</li> </ul>
<b>CULTURE FIT</b>	<ul style="list-style-type: none"> <li>· Models the D4C Dental Brands core values of: Patients first, Advocate for children, outcome driven, engaged and accountable, mutually respectful</li> <li>· Exhibits desire to continually learn and challenge the status quo</li> <li>· Consistently demonstrates empathy to all, patients and employees</li> <li>· Demonstrates genuine passion for helping children achieve a lifetime of great oral health</li> </ul>

## PREPARE

- Review Job Description
- Review Candidates Resume
- Review this interview guide and select the question(s) you will ask in each category

## INTERVIEW

- Ask for recent examples
- Use skill-based and motivation-based questions to obtain complete information
- Take only job relevant notes & focus on behaviors and actions in the notes space provided
- Remember to finish with asking the candidate what questions he/she has
- Do not provide an indication as to the result of the interview at this stage
- Inform the candidate of next steps and expected timing

## CALIBRATE

- Review scoring guide and determine a rating depending on how much evidence of the behavior was provided at the interview
- Hold a calibration meeting with all interviewers, to make an offer decision

## WRAP UP

- Provide feedback to recruiting partners and inform of hiring decision
- Draft and submit offer letter to candidate through Taleo

**Candidate Name:** \_\_\_\_\_

**Interview Date:** \_\_\_\_\_

Interviewer(s):

Locations being  
considered:

Specialty:

### **PHONE SCREEN**

Describe your comfort level working closely with children?

What computer programs are you comfortable and familiar with?

Describe your experience with insurance verification, scheduling, patient billing, and other administrative functions?

Tell me about a time you had a conflict with your boss.

Discuss a situation in which you had to multitask.

Tell me about a time you had to deal with an unsatisfied patient/customer. How did you handle it?

What are your salary expectations?

When are you available to start?

## **FACE TO FACE INTERVIEW**

### **IMPACT**

Tell me about a time that you had a measurable, quantitative impact on the business?

Tell me about a person or an organization that you feel has made an important impact?

Tell me about a time you had to make a decision quickly with little information?

Tell me about a time when you had to determine the needs of a patient or customer?

Tell me about a time when you had to convince a teammate to buy in to a new idea or project?

**Situational:**

**Obstacle:**

**Action:**

**End Result:**

### **RESILIENCE and GRIT**

Tell me about a time you weren't able to meet a goal?

Tell me about a decision you had to make without all the information you preferred to have?

Describe a situation in which you were able to function effectively despite the risk of uncertainty it presented.

Describe a project that you had to work on for an extended period of time.

Tell me about a time when you went the extra mile.

**Situational:**

**Obstacle:**

**Action:**

**End Result:**

**OWNERSHIP**

Tell me about a time you made a mistake?

Tell me about a time when you had to solve a problem?

Tell me about a time you faced a challenge at work?

Tell me about a time when you learned from others?

Tell me about a time you had a setback?

**Situational:**

**Obstacle:**

**Action:**

**End Result:**

**TEAMWORK**

Tell me about a time when you recognized someone else's great idea.

What role do you normally take on a team?

Tell me about a time when a member of your team gave you critical or constructive feedback that surprised you and how you responded?

Tell me about a time when you or your team were acknowledged for a significant accomplishment.

Tell me about a time when you had to balance your personal objectives with an opposing viewpoint from someone on your team.

**Situational:**

**Obstacle:**

**Action:**

**End Result:**

**CULTURE and CAREER fit**

Out of all the jobs you've had, which was your favorite and why?

Out of all the jobs you've had, which was your least favorite and why?

Tell me about a time you felt energized at work?

Tell me about a time that your energy was depleted at work?

On your last performance evaluation, which areas were you rated the strongest?

On your last performance evaluation, which areas were you rated the weakest?

Tell me about a time you demonstrated empathy.

Tell me something you are passionate about.

Tell me about a change or improvement that you are most proud of.

**Situational:**

**Career Fit:**

**Situational:**

**Career Fit:**

**Technical Skills**

How many patients are you used accustomed to seeing a day?

What strategies would you put in place to fill the schedule?

Out of all the jobs you've had, which was your favorite and why?

Out of all the jobs you've had, which was your least favorite and why?

Tell me about a time you felt energized at work?

Tell me about a time that your energy was depleted at work?

On your last performance evaluation, which areas were you rated the strongest?

On your last performance evaluation, which areas were you rated the weakest?

Tell me about a time you demonstrated empathy.

Tell me something you are passionate about.

Tell me about a change or improvement that you are most proud of.

## Interview Summary Sheet

CATEGORY	DEMONSTRATES SKILLS OR BEHAVIORS		
IMPACT	DOES NOT MEET	MEETS	EXCEEDS
RESILIENCE AND GRIT	DOES NOT MEET	MEETS	EXCEEDS
OWNERSHIP	DOES NOT MEET	MEETS	EXCEEDS
TEAMWORK	DOES NOT MEET	MEETS	EXCEEDS
CULTURE AND CAREER FIT	DOES NOT MEET	MEETS	EXCEEDS
TECHNICAL	DOES NOT MEET	MEETS	EXCEEDS

Do you have any concerns about this candidate's ability to fit with our values?    Yes     No

If yes, please explain why?

Summary or please provide any additional information about why you recommend/do not recommend that this candidate is hired:

