

Patient Success Ambassador

Full-Time · Fully Remote · Availability until 7pm Pacific is required

About The Company

The Implant Engine is one of the fastest-growing marketing agencies in the United States and the undisputed category leader in full-arch dental implant marketing. In under three years, we've grown from zero to more than 150 partner practices by building a team of exceptional operators, marketers, and problem-solvers who genuinely care about the work they do.

We combine fully custom creative, an in-house dental-trained call center, and AI technology built specifically for this industry, including a smile simulation platform and a call intelligence system unlike anything else on the market.

Everything we build has one purpose: helping more patients regain their confidence while helping dental practices grow.

As a Patient Success Ambassador, you'll play one of the most important roles in making that happen.

About the Role

Imagine changing someone's life in a five-minute conversation.

For many patients, picking up the phone is the hardest part. Some have spent years hiding their smile. Others have convinced themselves treatment isn't possible. Many simply need someone who listens without judgment and gives them the confidence to take the next step.

That's where you come in.

You'll know how to recognize hesitation before it's spoken, ask thoughtful questions, create a space where people feel comfortable opening up, and guide conversations with empathy, confidence, and professionalism.

Supported by AI-powered technology built specifically for the dental implant industry, you'll represent the first impression of a category-leading company and help patients take the first step toward changing their lives.

This isn't a traditional sales role. It's for someone who understands that exceptional performance starts with genuine human connection.

Core Function

Behind every scheduled consultation is a patient who chose to trust someone with an important decision. Your mission is to earn that trust.

You'll guide patients through their first interaction with our partner practices, understand their concerns, answer their questions, navigate objections, and help qualified patients confidently schedule their consultation.

While this isn't a commissioned sales position, it rewards many of the same strengths: resilience, emotional intelligence, curiosity, active listening, and the ability to build trust quickly.

Healthcare experience is a plus, not a requirement. If you've built a successful career in sales, know how to connect with people under pressure, and genuinely care about helping others make confident decisions, we'd love to meet you.

What You'll Own

- *Create* an exceptional first impression for every patient who reaches out by phone, email, SMS, or chat.
- *Guide* patients from their first inquiry to a scheduled consultation through thoughtful, empathic, and confident conversations.
- *Build* trust by listening carefully, understanding concerns, and responding with empathy, clarity, and professionalism.
- *Navigate* objections naturally while helping patients make informed decisions without pressure.
- *Take* ownership of every lead, ensuring timely follow-up and a seamless patient experience across every interaction.
- *Manage* appointment scheduling and client calendars with accuracy, urgency, and attention to detail.
- *Maintain* accurate CRM records and ensure no patient opportunity is overlooked.
- *Use* our proprietary technology, AI tools, and proven systems to deliver a consistently outstanding patient experience.
- Continuously *improve* through coaching, feedback, and a commitment to personal excellence.

What You'll Bring

- A proven background in sales with a track record of achieving results in fast-paced, target-driven environments.
- The ability to build trust quickly and guide conversations with confidence, empathy, and emotional intelligence.
- A genuine desire to help people make important decisions during vulnerable moments.
- Strong objection-handling skills and the resilience to stay composed under pressure.
- Medical or dental patient intake experience is a strong advantage *but not required*.
- Excellent communication skills, both written and verbal.
- Confidence in learning new technology and adapting quickly as our AI tools continue to evolve.
- Experience using CRMs, Asana, or similar platforms to manage your work effectively.
- A strong sense of integrity, professionalism, and respect for HIPAA compliance and patient confidentiality.

How to Apply

Please apply only through the email address above. Video recording is a must.

Send your application directly to careers@theimplantengine.com

1. Attach your most up-to-date résumé including the best phone number and email address for contact.
2. Attach a recorded video answering each of the following:
 - Tell us about yourself and your sales experience.
 - Why are you interested in this role?
 - What strengths would you bring to our team?
 - Share an example of positive feedback you've received in a previous role.
 - How would you handle a difficult patient on the phone?
 - How do you respond when technology doesn't work as expected?
 - Can you work until **7:00 PM Pacific Time** and how soon are you available to start?