



## Dental Office Manager

**Job Title:** Dental Office Manager

**Department:** Administration

**Immediate Supervisor Title:** Director of Dental Services

**Job Supervisory Responsibilities:** Patient Service Representative, Dental Assistants including oral surgery assistants and PSRs

**General Summary:** An exempt management position dedicated to Four Rivers Community Health Center's mission and values. The Dental Office Manager is responsible for all aspects of the Front Desk operations including patient appointments, working with billing manager, and patient satisfaction. The Dental Office Manager is also responsible for managing dental assistants and oral surgery assistants as well as collaborating with the Smile Mobile Coordinator in developing and maintaining relationships with school personnel. Assists with ordering supplies and equipment.

**Essential Job Responsibilities:**

1. Provides direct supervision to Patient Service Representatives in the dental clinic. Responsible for hiring, training and evaluation of all front desk staff. Responsible for coordinating PTO, approving time sheets and providing front desk coverage as needed.
2. Works collaboratively with CDO and Director of Dental Services to develop and implement scheduling template that ensures patient access and quality of care. Provides ongoing training to front desk staff on dental schedule and access.
3. Monitors patient satisfaction through suggestion cards and patient satisfaction surveys.
4. Works directly with Billing Office Manager with regards to patient balances, collections, payment plans and insurance credentialing
5. Works directly with dental assistants, Smile Mobile Dentist and Dental Director to order supplies and communicates capital equipment needs to CFO and CEO
6. Identifies and develops relationships with area school districts, daycares, and other locations where Smile Mobile can provide dental care. Responsible for coordinating the Smile Mobile schedule and providing necessary patient paperwork prior to the Smile Mobile providing dental services. Works directly with CEO and CFO on identification of areas of dental need in the service area and development of partner relationships.
7. Supervises the Smile Mobile driver; coordinates relocation of the mobile unit, maintenance needs and potential down-time.
8. Represents YCHC dental program at back-to-school registration, health fair and community events. Coordinates additional staff attendance and acceptable programming with CEO.
9. Other duties as assigned

**Education:** High school diploma

Associates Degree in Business Administration preferred or Certified Dental Assistant

**Experience:** Minimum one year of experience as a dental assistant or dental office manager

**Other Requirements:** None

**Performance Requirements:**

*Knowledge:*

1. Knowledge of dental practice protocols related to scheduling appointments and dental insurance.
2. Knowledge of computerized scheduling systems.
3. Knowledge of customer service principles and techniques.

*Skills:*

1. Skill in communicating effectively with physicians/clinicians about scheduling preferences.
2. Skill in maintaining master appointment schedule via manual or computerized means.
3. Skill in producing reports about appointment patterns as needed.

*Abilities:*

1. Ability to multitask effectively, dealing with phone calls, in-office patients, staff, and others pleasantly.
2. Ability to communicate calmly and clearly with patients about appointments in all circumstances including when they are ill or have an emergency.
3. Ability to analyze situations and respond appropriately.

**Equipment Operated:** Standard office equipment with emphasis on computer hardware and software as well as telephone.

**Work Environment:** Dental office or reception area. Exposure to communicable diseases and other conditions related to clinic setting.

**Mental/Physical Requirements:** Mostly sedentary with some standing, walking, reaching. Daily and repetitive data entry may cause nerve problems unless ergonomic techniques are used. Periodic stress from handling many calls and patient requests.