



313 Jefferson Ave
Toledo, OH 43604
419.720.7883 ext. 212

DENTAL OFFICE MANAGER

Reports to Chief Dental Officer

GENERAL FUNCTION:

This position will be responsible for the overall management of operation and function of the 3 Neighborhood Health Association dental offices which includes managing the day-to-day administrative activities of the organization's dental clinics as they relate to the dental office functions which include but are not limited to: front office services such as confirming patient appointments, data entry, financial planning for dental patients, overseeing and ensuring the repair and maintenance of dental office equipment and other related functions. These functions are to be performed in accordance with the overall NHA philosophy, policies, procedures and standards.

This position will provide analytical analysis and will assist with the creation of written guidelines, policies and procedures in accordance with all organization, local, state, federal and industry standards.

DUTIES AND RESPONSIBILITIES:

The dental office manager will manage the following duties and provide general supervision of the dental scheduling coordinators and others as assigned. Duties include but are not necessarily limited to:

CLIENT SERVICES FUNCTIONS:

- This leadership position will work closely with the Chief Dental Officer.
- Front end customer service
- Accurate patient registration in the electronic registration system
- Ensures that scheduling coordinators notify dental clients and affected staff of cancellations and/or scheduling changes in a timely manner.
- On-site insurance verification and financial counseling
- Accurate time of service (TOS) payment collections
- Ensures that dental support staff are scheduled and assigned accordingly to meet dental client needs.
- Assign business office tasks to support personnel during their free time to include contacting patients who have not completed dental work that they have been diagnosed as needing.
- Ensures quality front desk services are provided and actively engages in a quality assurance program for these services.
- Improves quality by studying, evaluating, and re-designing processes; implementing changes

- Supervising the work of the dental scheduling coordinators - seeing that scheduling is done properly, databases are maintained and that all patient contacts are updated.

GENERAL DUTIES:

- Works with the Revenue Cycle Manager to handle collections, patient financing and other related matters.
- Ensures the dental clinics are stocked with inventory such as dental supplies, tools, medicines and office supplies.
- Controls the expense of inventory
- Under the supervision and direction of the Chief Dental Officer, handles work scheduling matters, including requests for paid and/or unpaid time off, and approval of department time sheets in accordance with departmental and organization policies and procedures.
- The dental office manager should see that dental offices are properly closed and secured in the evening.
- Familiar with the organization's Fire & Disaster plan and the role of the Dental Support Staff in that plan.
- Participates in QI/QA meetings and duties as assigned.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Rare weekend and evening work required.

LEADING:

Performs selection, staffing and human resource management functions such as:

- In collaboration with the Human Resources Department, conducts in-depth assessment interviews to determine the technical and behavioral competencies of the candidate to ensure that the best from among the qualified candidates are hired by the organization.
- Adheres to and implements the philosophy of "hiring the best fit" and ensures that prospective employees' personal values are aligned with the organization's corporate values.
- Coach, mentor and develop staff, including overseeing new employee department specific on-boarding and providing career development planning and opportunities.
- Performs on-going and annual employee evaluations for subordinates.

Conducts regular and periodic meetings with the team, to ensure the following:

- Implementation of all Dental Clinic Front Office team plans, programs, and projects are strictly adhering to prescribed deadlines and schedules.
- All communications and relevant information pertaining to the team are cascaded to the proper channels within the team in particular, and the organization in general.

CONTROLLING:

- Develops and formulates performance measures and standards for the team.
- Develops policies, guidelines and implementing procedures and ensures consistent with companywide implementation.
- Reviews and evaluates performance status reports of the dental clinics as a basis for monitoring the progress of the various activities and programs within the department.
- Tracking vital department statistics on monthly, quarterly and annual basis to show trends and recognize successful performance by staff members and to uncover problem areas before they come serious.

MISCELLANEOUS AND SPECIAL ASSIGNMENTS:

- Management of special projects as required. Completes these assignments by establishing objectives, determining priorities; managing time; gaining cooperation of others, monitoring progress; problem solving, making adjustments to plans.
- Development and implementation of new programs and project initiatives. Enhances organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

ATTENDANCE:

- Regular physical attendance at the worksite(s) is an essential function of this position as staff supervision and client interaction cannot be performed remotely.

QUALIFICATIONS:

- Associates degree in business, dental office management, medical office management, dental assisting, or equivalent education and work experience with a minimum of one (1) year experience providing administrative support services in a dental office.
- Must be currently certified in CPR as to be prepared for a potential emergency
- Valid Ohio or Michigan driver's license and auto insurance with an acceptable driving record. Reliable transportation and willingness to travel to all the organization's administrative and dental clinic sites.

SKILLS AND EXPERIENCE:

- Ability to communicate effectively orally, in writing, face-to-face, and over the phone and professionally with people from diverse backgrounds and at all levels of the organizations.

- Possesses the personal maturity and emotional intelligence to be able to manage working under demanding and challenging circumstances
 - Displays a pleasant and respectful manner when dealing with clients and staff
 - Exhibits patience, understanding and consideration for others
 - Able to work independently toward predetermined outcomes or as a member of a group
- Willingness to perform services of benefit and help to others
 - Must be sensitive to cultural, religious and ethnic diversity
 - Experience in working with medically indigent preferred
- Excellent organization skills to maintain order in the dental clinic(s)
- Strong managerial competencies in the areas of leadership and team development, managerial coaching and mentoring with the ability to effectively manage the support staff of the dental clinics.
- Ability to organize and prioritize work load in order to meet established schedules, timelines or deadlines.
- A strong working knowledge of medical; specifically dental terminology
- Good sense of financial management
- Must be currently certified in CPR/Basic Life Support as to be prepared for a potential emergency
- Proficient user of medical and/or dental office practice management software program(s).
- Intermediate knowledge of general computer functions (Microsoft Windows, Word, Excel, and Outlook).
 - Typing skills of 40-50 accurate wpm
- Strong ethics and a high level of personal and professional integrity
 - Ability to maintain patient confidentiality
- Posses a neat and professional appearance.