



**OPEN CITIES HEALTH CENTER
JOB DESCRIPTION**

JOB TITLE: DENTAL OFFICE MANAGER

JOB CLASS: EXEMPT

JOB RESPONSIBILITIES:

Manage all activities of the Dental Department, including supervising all Dental staff. Handling procedures involving patient-clinic interactions. Also assisting with dental providers/assistants, as needed. Will be under the supervision of the Dental Director.

DUTIES:

- Respond efficiently to patient and doctor needs and inquiries.
- Resolve patient issues in accordance with company policies and procedures, healthcare regulations and dental board standards.
- Manage patient scheduling and direct patient traffic flow.
- Oversee the processing of dental claims.
- Coordinate with dental insurance companies to ensure claims are paid.
- Manage specialist referral process and tracking logs.
- Recruit and select office staff to meet operational requirements.
- Determine staff schedule and ensure operational standards are met.
- Manage employee relations and ensure operational standards are met.
- Monitor and manage office budget.
- Organize and oversee supply purchases, equipment upgrades and operational expenses.
- Write business correspondence and reports.
- Ensure patient records are stored securely and in compliance with privacy and security regulations.
- Take responsibility for the appearance and functionality of the office.
- Maintain facilities and equipment in accordance to safety regulations including OSHA.
- Provides superior patient service demonstrating responsiveness and sensitivity to patient needs with urgency to resolve any patient dissatisfaction in accordance with patient needs, company policies and procedures, government regulations and dental board standards.
- Responds to key performance indicators to ensure practice success.
- Staffs and motivates the office team for optimal practice performance.
- Takes initiative, holding team and self-accountable to the highest standards of performance and behavior.
- Manage all Dental Credentialing and Billing
- Answer phone, screen phone calls.
- Register patients, update patient charts and computer records.
- Confirm patient insurance, usually by phone calls.

- Monitor balances on scheduled patient accounts and report information to Dental Director.
- Confirm appointments.
- Monitor and log patient failures, compile restricted list and schedule accordingly.
- Check patient records for completeness.
- Maintain a variety of files.
- Participate in staff meetings.
- Maintain a call list of patients and fill in canceled appointments.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent verbal and written communication skills and the ability to make decisions independently.
- Competitive spirit with a strong desire to succeed, exceeds goals, and maximizes opportunities.
- Demonstrates the ability to solve common problems and to provide immediate solutions.
- Demonstrates the ability to build relationships, both internally and with patients.
- Knowledge of basic dental terminology a plus, but not required.
- Knowledge of Microsoft Office business applications and other office related products.
- Knowledge of dental terminology.
- Ability to perform light physical activity (reaching, bending, lifting).
- Attention to detail.
- Ability to work effectively with difficult people.
- Exceptional interpersonal skills.
- Bachelor's Degree or Dental Assistant degree with at least 2 years of Office management and Dental Billing.

MINIMUM QUALIFICATIONS:

High school graduation, Dental terminology, public oriented personality.

PREFERRED QUALIFICATIONS:

Dental assistant background, or work in dental office. Previous experience working in a multi-clinic environment is preferred, preferably at the community level, working with high risk populations and populations of color.

I have read and reviewed the job description for the position of Dental Manager. I understand the duties and responsibilities of this job, and agree to perform these functions to the best of my ability.

Employee Signature

Date