



# Dental Office Manager

## Job Title

**Dental Office Manager**

## Job Level

**Non- Supervisory- Reports to the Chief Dental Officer or dentist-in-charge**

**Job Description:** Help the organizations Chief Operations Officer and Chief Dental Officer to achieve the goals and purposes of the company through organization of the office and utilize the staff to accomplish the goals of the practice. The dental office manager is expected to develop and enforce policy that works to create a smooth sailing, high-moral office where the COO/CDO is free to sell and deliver dentistry during production hours.

## Significant Duties and Functions

- Enforce policy. Ensures that policy is carried out and never departs from policy without specific permission from the COO/CDO.
- Organizes the practice for production-ensures that works gets done.
- Initiates and develops policies and procedures, distribute policy to staff upon approval.
- Knows the business of the organization-handles confusions and creates order in the practice.
- Expedites, supervises, and handles all administrative actions within the practice.
- Achieves the goals and purposes of the COO/CDO through targeted programs, staff assignment, and keeping practice busy and prosperous through high ethical and moral standards.
- Acts as a liaison between the COO/CDO and patients, public, and peers.
- Policies out all inefficiencies in the office.
- Conducts staff meetings in conjunction with the COO/CDO.
- Meets regularly with COO/CDO to plan strategy, review plans in place, and coordinate activities.
- Responsible for staff interaction that will result in business expansion.
- Train, apprentice, commend, reprimand, correct, and inspire all staff members.
- Willing and able to confront employees in terms of performance.
- Is able to do every job in the organization regarding their area of specialty.
- Responsible for smooth and efficient patient flow and the handling of any situation, which is stopping or slowing this flow.
- Must be able to stay calm in a hectic work environment and handle any production situation competently.
- Must know enough about the organization to organize for the most efficient production.
- Assists doctors in signing in patients for treatments, handles objections and barriers, gets patients scheduled and collects fees.
- Oversees and handles insurance collections
- Follows up on un-closed patients, stays in communication and helps them to get their needed treatment done.
- Oversees all financial matters in the office- responsible for accurate balancing of all office transactions.
- Makes sure income is always greater than outgo by closely monitoring production, collection, and receivables
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## Working Conditions and Work Requirement


**Job Requirements**

Pleasant comfortable environment, direct patient interactions/contact, usually work a 40-hour week, some overtime may be required. May be required to travel from one CCCHC site to another to perform duties/tasks and/or distribute documents, as deemed necessary.

- Must be able work at all CCCHC locations, if needed.
- Must present proof of highest academic level of education
- Must have two forms of identification to meet Employment Eligibility Verification, i.e., drivers license, social security card, etc.

**Working Conditions**

Must be able to:

- Handle some work related stress
- Stand for prolonged periods of time and withstand a moderate amount of walking.
- Bend, stop and lift and/or push up to 50 pounds with reasonable accommodations as applicable.
- Must be willing/agreeable to work weekends, if needed.

**Education**

Formal training a minimum two year vocational or associates degree program.

**Workforce Preparation**

Requires 4-5 years of dental management experience.

**Skills /Abilities**

- Knows and applies executive tools and technology, gives correct orders, and gets orders executed
- Positive, high personal ethics and integrity, professional, cares about the practice and doctors
- Excellent communication and problem solving skills
- Ability to confront and handle any non-productive personnel and all non-optimum situations
- Get compliance to orders, projects, and actions
- Leads creatively, persuasively, and by example
- Embodies self-discipline
- Should have good communication skills
- Must be capable of educating patients
- Knowledge of up to date dental treatment techniques
- Ability to train staff
- Maintains confidentiality

**Licensure/Certification**

N/A

**Salary**

**Starting 40,000-45,000/year depending on abilities and experience. 50,000-55,000/year base salary satisfying the above responsibilities, duties, and tasks. Potential bonus structure after 90 days.**

**Employment Outlook**

21-35% over the next 10 years, representing faster than average growth