



## JOB DESCRIPTION

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**POSITION TITLE:** Dental Operations Manager

**REPORTS TO:** Chief Operating Officer

**DEPARTMENT:** Operations

**EMPLOYMENT STATUS:** Salary, Exempt - Executive

**LOCATION:** Bellingham

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### **JOB PURPOSE:**

Ensures the smooth operation of the dental program in ICHC's clinic in relation to direct patient services, systems management, program development, and administration. Responsible for oversight of daily dental clinic operations and special projects, ensuring implementation and compliance with all ICHC policies and procedures and applicable regulatory agencies and laws. Acts as customer service ambassador for continual client service improvements. ICHC manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

### **JOB QUALIFICATIONS:**

**Education and Experience:** Associates degree and two (2) years experience in a health care setting required. Bachelor's degree in related field preferred. Dental clinic experience preferred.

**Certification and Licensure:** Valid Washington State Driver's License.

#### **Specialized Skills & Knowledge:**

- Demonstrated knowledge of dental clinic, patient flow, tracking, triage, health education, dental office procedures, and health care scheduling.
- Outstanding written and verbal communication skills.
- Strong management skills, including problem solving, time management, employee training and development, and teambuilding.
- Cultural diversity awareness, sensitivity, and competency, including the ability to successfully work with, and relate to patients and staff from diverse cultures and backgrounds.
- Demonstrated computer skills at an intermediate level or greater.

#### **Other Qualifications:**

- Ability to keep customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others promoting a positive image for ICHC.
- Ability to manage multiple priorities and tasks.
- Proven professional demeanor and ability to use good judgment and discretion when dealing with confidential information & conform to HIPAA regulations
- Ability to use office equipment, including computer, printer, scanner, fax machine, copier, and multi-line telephone.
- Ability to read, understand, and apply administrative policies and procedures.
- Ability to work under pressure and meet deadlines.
- Strong analytical, attention to detail, and problem solving skills.
- Self-motivated, organized, & able to work independently and as a team member.

**Blood-Borne Pathogens Exposure:** Category: III

This position's roles and functions in our team-based model include:

JOB DUTIES AND RESPONSIBILITIES	JOB PERFORMANCE STANDARDS
<b>Communication:</b>	1. Asks for direction when unsure of job expectation.
	2. Makes suggestions and addresses concerns in a constructive manner.
	3. Utilizes appropriate channels of communication in problem-solving and conflict resolution.
	4. Communicates effectively and courteously to all ICHC staff.
<b>Organization &amp; Time Mgmt.:</b>	1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum.
	2. Takes and returns from breaks and lunch times in a timely manner.
	3. Maintains a clean, orderly and professional work area.
	4. Seeks out appropriate uses of time during non-busy periods.
<b>Safety/CQI:</b>	1. Ensures safe work environment and promotes accident prevention.

	2. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service.
<b>Work Ethic:</b>	1. Consistently demonstrates strict adherence to policies and procedures.
	2. Takes responsibility for own actions and seeks to correct any mistakes.
	3. Consistently reports to work on date and time scheduled.
	4. Self-initiates and follows through on assignments in a timely manner.
<b>Team Contribution:</b>	1. Participates in and supports team meetings, activities, and/or problem solving.
	2. Promotes positive team work and cohesiveness between all staff.
	3. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole.
	4. Acts as a resource, communicates appropriate knowledge, skills and conduct.
<b>Service Excellence:</b>	1. Maintains a high level of quality, accuracy and neatness in work performed.
	2. Remains calm and tactful during stressful situations, emergencies and confrontations.
	3. Prioritizes customer service and customer satisfaction.
	4. Demonstrates an awareness of and commitment to the goals and mission of ICHC.
<b>Professionalism:</b>	1. Maintains appropriate personal boundaries with clients.
	2. Accepts supervision and criticism in a constructive manner.
	3. Maintains professional appearance appropriate for position.
	4. Maintains organizational and patient confidentiality.
	5. Demonstrates an ability to adapt to change.
<b>Job Specific Duties:</b>	1. Responsible for all ICHC's dental program's day-to-day operations.
	2. Establish and manage priorities and guidelines for maintaining efficient and expedient workflow for the dental program.
	3. Directly supervises Dental Assistants and Dental Access Coordinator in accordance with ICHC's policies and procedures

	and applicable laws and is responsible for their overall direction and coordination. This includes recruitment; initial and ongoing orientation and training; planning, assigning, and directing their work; and disciplining, terminating, and performing timely performance evaluations.
	4. Manages dental provider scheduling templates in collaboration with other department heads with the overall goal to maximize productivity and access.
	5. Responsible for overseeing and managing patient tracking, patient records management, and data collection.
	6. Works collaboratively and assists the Dental Director with monitoring patient care, managing risk and achieving quality goals.
	7. Collaborate with and provide guidance to the Ferndale Clinic Supervisor to achieve consistency in dental program between sites and to achieve program goals.
	8. Provide assistance in creating, updating, distributing and retaining ICHC's policies, procedures and other informational items.
	9. Facilitate site meetings, in-service meetings and center events; attend and participate in management meetings, community partner meetings, organizational committees and task force activities as directed.
	10. Monitor and ensure adequate stock of supplies, including all medicines and equipment, in accordance with dental program census.
	11. Participate in annual budgeting process and responsible for cost monitoring and budget management.
	12. Participates in recruitment, selection and orienting of new dental providers.
	13. Serves as a system expert and super user in Dentrix EDR and Centricity software.
	14. Coordinates and manages EDR system upgrades including: set-up decisions, system build, curriculum development, training, support, implementation and go live planning.
	15. Facilitates and leads Dental Operations Meetings with a focus on improving quality, efficiency, workflows, staff development, patient satisfaction, access and production.
	16. Ensures dental program, equipment and facilities adequately support patient and staff needs in a safe and effective manner. Works collaboratively with the Facilities Manager to address and resolve issues.
	17. Actively participates in program marketing and outreach efforts.
<b>Other Job Duties:</b>	1. Attends Board Meetings, staff meetings, in-service meetings, and trainings as required.

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| 2. Works with the administrative staff on operational improvement issues.                   |
| 3. Builds and maintains cooperative relationships with other community health care centers. |
| 4. Other duties as assigned.  |

## PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

R = rarely (less than 0.5 hour per day)  
 O = occasionally (0.5 to 2.5 hours per day)  
 F = frequently (2.5 to 5.5 hours per day)  
 C = continually (5.5 to 8 hours per day)  
 NA = not applicable

Physical Activity	R	O	F	C	NA	Describe any job duty which requires repetition or a unique application of the activity.
Sitting				X		Includes travel.
Stationary standing		X				
Walking			X			
Ability to be mobile				X		
Crouching (bend at knee)	X					
Kneeling/crawling					X	
Stooping (bend at waist)	X					
Twisting (knees/waist/neck)		X				
Turning/Pivoting	X					
Climbing					X	
Balancing					X	
Reaching overhead	X					
Reaching extension		X				
Grasping			X			Grasping files
Pinching	X					
Pushing/Pulling:					X	
Typical weight: Circle the appropriate weight in pounds <div> <div>1-10</div> <div>11-20</div> <div>21-30</div> <div>31-40</div> <div>41-60</div> <div>61-80</div> <div>81-100</div> <div>&gt;100</div> </div>						
Maximum weight: Circle the appropriate weight in pounds <div> <div>1-10</div> <div>11-20</div> <div>21-30</div> <div>31-40</div> <div>41-60</div> <div>61-80</div> <div>81-100</div> <div>&gt;100</div> </div>						
Lifting/Carrying:		X				Files & supplies
Typical weight:						

Circle the appropriate weight in pounds 1-10 11-20 21-30 31-40 41-60 61-80 81-100 >100						
Maximum weight: Circle the appropriate weight in pounds 1-10 11-20 21-30 31-40 41-60 61-80 81-100 >100						
Other physical activities						Keyboarding & data entry.
<b>Sensory Activities</b>	<b>R</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>NA</b>	<b>Describe any job duty which requires repetition or a unique application of the activity.</b>
Talking in person				X		
Talking on telephone				X		
Hearing in person				X		
Hearing on telephone				X		
Vision for close work				X		Computer screen & reading
Other sensory requirements	X					

<b>Environmental Factors</b>	<b>SPECIFY</b>					
Safety requirement: -clothing -required safety equipment -activities performed						
Exposures: -fumes -chemicals -blood or other bodily fluids -cold/heat -dust						
Operation of equipment, vehicles or tools						
Required infection control standards						
Other environmental factors				X		Proper ergonomic form should be followed in this office setting.

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_