

JOB DESCRIPTION

DENTAL OPERATIONS DIRECTOR

POSITION SUMMARY

Under the direction of [*reporting structure varies—position can report to CFO, COO, Dental Director*], the Dental Operations Manager provides administrative oversight of the dental clinic (s), including management of clinical and support staff, financial/productivity issues, operational issues, regulatory requirements and patient and provider relations. This position oversees all aspects of day-to-day operations of the dental clinic to ensure compliance with regulatory requirements and departmental policies/procedures. The Dental Operations Manager is responsible for the overall smooth running of the clinic (s) and ensuring that clinic goals and objectives are met on a daily, weekly, quarterly and annual basis.

ESSENTIAL JOB FUNCTIONS

Manages dental providers and support staff

Performance expectations:

- Creation/updating of job descriptions as needed
- Oversee recruitment, hiring and orientation of new dental staff
- Oversee credentialing of new staff; maintain/update credentialing files for active providers
- Oversee disciplinary processes
- Conduct annual performance evaluations and develop individual staff development as needed
- Oversee staff work schedules, time-off requests, timesheets

Manage the development of new dental policies and procedures

Performance expectations:

- Update and maintain existing policies and procedures as needed
- Ensure dental staff understand and consistently follow all departmental policies and procedures
- Assists in overseeing the Infection Control program to ensure staff compliance with relevant policies and procedures with a special emphasis on data collection, maintenance of logs and the documentation process
- Assists in overseeing the Quality Assurance program—ensures the timely completion of QA audits and maintenance of QA files
- Oversees the equipment management process to ensure that all clinical and non-clinical equipment is properly maintained and repaired as needed; ensures that all equipment-related activities are properly documented
- Ensures dental department readiness for regulatory visits or surveys (including JCAHO and the Department of Public Health)
- Oversees Information Technology in the dental department (Electronic dental record/practice management system)—ensures that all staff are appropriately trained, have the proper security clearances and use the technology correctly
- Oversees the system for managing clinical and non-clinical supplies and inventory; monitors expenses against budget
- Oversees the dental laboratory system and processes
- Manages the system for handling patient complaints and reporting adverse incidents

ting the dental business (strategic) plan

- Assist in determining financial and productivity goals for dental (number of visits/year, revenue/visit, procedures/visit, visits/provider)
- Generate regular reports to monitor data related to dental productivity (number of visits, number of procedures, provider-specific activity)
- Monitor payer mix to ensure that it supports financial sustainability of dental program
- Review dental Profit and Loss statement on a monthly, quarterly and annual basis to ensure sustainability of dental program
- Meet with dental staff on a regular basis (weekly or monthly) to review departmental progress in meeting goals
- Closely monitor systems between front desk/reception, providers and billing to ensure operations (scheduling, documentation of eligibility, collection of co-pays/outstanding patient balances, prior authorizations, dental charting/documentation of encounters and the claims submissions/reconciliation process) are working to maximize dental program revenue
- Other duties as assigned

WORKING CONDITIONS AND PHYSICAL EFFORT

- Work involves considerable exposure to unusual elements such as extreme temperatures, unpleasant odors and/or loud noises
- Moderate physical activity. Requires handling average-weight objects up to 15-20 pounds, assisting with patients and standing and/or walking for most of the day
- Will work with blood or blood-borne pathogens and will require OSHA training
- Work environment involves exposure to potentially dangerous materials and situations that require following extensive safety precautions and may include the use of protective equipment

KNOWLEDGE, SKILL AND TECHNICAL QUALITIES

- Skill in organizing resources and establishing priorities
- Ability to communicate effectively, both verbally and in writing
- Ability to maintain quality, safety and/or infection control standards
- Working knowledge of the operations and administration of a dental clinic
- Knowledge of dental supplies, equipment and services
- Ability to develop and maintain record-keeping systems
- Ability to manage dental staff, including organizing, prioritizing and scheduling work assignments
- Knowledge of patient care protocols, procedures, regulations and standards
- Thorough understanding of dental front office operations, including reception/registration, scheduling, determination of eligibility, prior authorizations and collection of co-pays/outstanding patient balances
- Thorough knowledge of dental insurances and billing operations
- Understanding of fiscal management principles and procedures
- Ability to make effective administrative/procedural decisions and recommendations
- Knowledge of dental clinic accreditation, licensure and quality control regulations, policies, procedures and standards
- Skill in the use of computers with a Windows-based operating environment

BEHAVIORAL QUALITIES

- Displays outstanding leadership skills

collaborative team environment
a constructive and appropriate manner
review team progress in meeting financial and
productivity goals for the dental program

- Places a high value on personal and departmental performance excellence
- Excellent organizational skills
- Professional manner and appearance
- Outstanding customer service and interpersonal skills
- Adheres to office dress code and standards of behavior
- Maintains patient confidentiality
- Uses sick time appropriately
- Responds professionally to high-pressure situations and time limits
- Works independently with little to no supervision

EDUCATION/EXPERIENCE

- Minimum Bachelor's degree required
- Current CPR certification
- Previous administrative or clinical experience in a dental practice
- Previous supervisory experience preferred

I have read the above job description and agree to perform the duties and responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities that may be required of me as a Dental Office or Dental Operations Manager.

Employee Signature

Date