

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: DENTAL OFFICE MANAGER
DEPARTMENT: DENTAL
SUPERVISOR: DENTAL DIRECTOR
CLASSIFICATION: FULL TIME EXEMPT

POSITION SUMMARY: Reporting to the Dental Director, the Dental Office Manager is responsible for the direct supervision of all non-provider dental staff. Assists the Dental Director in the performing functions and activities as required by state law. Ensures all staff receives proper training and maintains certification. Works with the community and the Dental Director in coordination of dental services and outreach programs. Address and resolve patient concerns including billing questions.

ESSENTIAL JOB FUNCTIONS:

- Be an outstanding leader among coworkers, leading by example in excellent customer service, team work, and loyalty to LCTHC.
- Oversees administrative operations of the Dental Department. This includes direct administrative supervision over all non-provider dental staff (i.e. hygienists, receptionists, dental assistants, and sterilization technician). Manages employee performance and development including but not limited to performance feedback, evaluations and corrective actions.
- Monitors the progress of departmental goals and objectives through conducting monthly meetings. Coordinates monthly quality improvement meetings with staff and takes the initiative to provide resolution under the guidance of the dental director. Coordinate with the Dental Director in preparing monthly reports for the Executive Director and Board of Directors. As needed, represent the Dental Department in Continuing Quality Improvement meetings and staff meetings.
- Responsible for the department in complying with OSHA and HIPAA standards, and ensures compliance with state and federal regulations. Understands Medicare, Medicaid, Indian Health Services requirements, and other regulations, and guidelines as applicable.
- Facilitates the collection of data and analysis of trends. Further responsible for the preparation and monitoring performance improvement issues.
- Assists in areas of concern to improve and maximize the efficient flow of patients. Suggest improvements to increase the efficiency of the department. Coordinate the dental team to achieve goals set by the Dental Director and CEO.
- Evaluate and approve timecards. Responsible for monitoring and tracking employee schedules, training, personal time off and preparation of time cards. Oversees staffing levels and insures all critical areas are properly staffed, and that staff productivity is within department standards.
- Responsible for enforcing compliance of LCTHC policies and procedures.
- Display helpful attitude to patients and staff. Responsible to train staff in customer service and monitor customer concerns or complaints.

- Work with the Human Resources Department to ensure all licenses and required documentations are current.
- Maintain up-to-date dental billing rates in Dentrix system with approval of the Dental Director. Work with the Billing Department to resolve patient billing concerns. Manages and assists designated office staff members with appropriate payment and insurance processes.
- Verify and sign purchase orders for departmental supplies within approved budget and policy.
- Confirms clinical peer reviews are completed by the dentists.
- Performs other related duties as assigned by the Dental Director.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- Three or more years of experience dental/medical practice management or related field preferred.
- Basic computer and office software experience required. Knowledge of dental terminology preferred. Experience with Dentrix software preferred.
- Accounting skills a plus. Previous dental billing experience preferred.
- Previous dental assisting background or RDA/RDAEF license preferred.
- High School diploma or GED.
- Excellent interpersonal skills.
- CA driver's license.

All LCTHC employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. **Sitting / Mobility:** Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 25 pounds. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in a dental office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than

Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and success of LCTHC.

Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability Act:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date