**Reports To:** Practice Manager

**Job Summary:** The Assistant Manager of Dental Support Services is responsible for managing the day-to-day operational activities of the dental assistant staff within the dental practice. Such supervision must be in accordance with current federal, state, and local standards, guidelines, and regulations that govern the clinic, and as may be required by the Practice Manager, to ensure that the highest degree of quality care is maintained. The Assistant Manager operates as an effective team member with dental clinic care providers and other front and back office support staff to provide quality dental treatment support, four-handed dentistry, oral health education, instrument repair and sterilization, facilities and equipment maintenance, and supply inventory & purchasing, in accordance with agency standards. In addition, this position schedules and supervises assigned staff, provides ongoing performance feedback and acts as a key communicator between the clinical staff and Practice Manager. The Assistant Manager serves as a primary evaluator for interviews and as a preceptor for newly hired staff and assures all critical tasks are completed per clinic protocols.

**Minimum Qualifications:**

**Knowledge, Skills, & Abilities:**

* Reads, speaks, understands and writes proficiently in English.
* Effectively communicates orally and in writing.
* Independent and self-directed.
* Supports, motivates and sustains a team-oriented culture.
* Organizes, prioritizes, and coordinates multiple activities and tasks.
* Applies skills in employee relations: scheduling, hiring, firing, progressive discipline, and etc.
* Demonstrates leadership and basic management skills.
* Works with initiative, energy and effectiveness in a fast-paced environment.
* Remains calm and effective in high pressure and emergency situations.
* Produces work in high quantity and quality.
* Problem-solves with creativity and ingenuity.
* Use of multi-line telephones and other office machines.
* Knowledge of dental terminology.
* Proficiency in the use of Microsoft Office applications; Word, Excel and Outlook.
* Bilingual skills preferred.

**Education:**

* High school graduate or equivalent.
* Graduate from an accredited Dental Assisting program.
* Associate’s degree in a related field preferred.

**Experience:**

* Customer service related experience working with the general public (2 years).
* Dental assistant experience (2 years).
* CDT-5 coding experience (2 years).
* Supervisory/management experience (2 years).
* Experience in a multiple provider dental practice preferred.
* Previous work with insurance/billing in a healthcare setting/insurance organization preferred.
* Digital imaging familiarity preferred.
* Healthcare information systems, such as electronic health record and practice management systems, experience preferred.
* Experience working with low income, multi-ethnic populations preferred.

**Credentials:**

* Dental Assistant registration with [State].
* Basic Life Support for Healthcare Providers (CPR/AED) certification - must be obtained within 90 days of employment.
* Dental Assistant certification by the Dental Assisting National Board (DANB) preferred.

**Other:**

* Driver's license with [State].
* Motor vehicle insurance liability policy, a certificate of deposit, or a liability bond to the required limits.

**Essential Functions/Performance Expectations:**

The essential functions and performance expectations described here are representative of those an employee encounters while performing the basic functions of this job. An employee may be required to perform other functions as assigned, which are not listed. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these essential functions and performance expectations.

**Job-Specific Functions/Performance Expectations:**

* Performs job specific functions of respective Dental Assistant position, in addition to Assistant Manager functions.
* Responsible for managing the day-to-day operational activities of the dental assistant staff within the dental practice.
* Provides leadership and supervision to the following position: Dental Assistants.
* Responsible for oversight and management of day to day operations and initiating corrective action where appropriate and necessary.
* Monitors employee performance; conducts annual performance evaluations; handles employee scheduling and staffing up to the threshold as established by the Practice Manager; participates in the recruitment process for staff.
* Responsible for handling, reporting and assisting in the resolution of patient complaints, billing issues and other administrative issues associated with the practice.
* Monitors staff use of the practice management system for accuracy and identifies issues and staff training requirements.
* Conducts new employee job-specific orientation. Identifies and recommends other training needs of staff and makes recommendations for training needs to the Practice Manager.
* Serves as first level management contact for agency news, changes in policies and procedures, current events, etc.; conducts work unit meetings and publishes minutes as needed.
* Keeps Practice Manager informed regarding deviations in employee time records and approves overtime up to the threshold established by the Practice Manager.
* Solves daily operational problems and seeks counsel from Practice Manager for more complex problems.
* Assists Dental Assistants when appropriate.

**General Functions/Performance Expectations:**

* Time Management: Manages, plans and adjusts work time to effectively complete work responsibilities. Completes tasks and assignments by scheduled due dates; allocates time to various tasks and assignments in accordance with priorities; informs supervisor when schedule problems occur.
* Attendance: Adheres to standards of attendance, including rest and meal breaks, punctuality and time off. When absent or late, notifies supervisor in a timely manner before start of scheduled shift.
* Customer Service: Adheres to customer service standards by meeting the needs of internal and external customers through professional interactions.
* Teamwork: Interacts well with coworkers and supervisor in an appropriate and reliable manner and contributes to the team effort. Coordinates activities appropriately and effectively and seeks assistance, guidance and counsel from others as needed. Shows sensitively to and concern for the interests and needs of others. Negotiates with others.
* Communication: Speaks clearly, concisely and using words easily understood; exchanges ideas with others and listens with the intent to understand. Writes for the appropriate audience with clear and appropriate skill.
* Quantity of Work: Generates work in quantities sufficient to meet the needs and expectations of the position and organization.
* Quality of Work: Completes work thoroughly, accurately, neatly and concisely.
* Attitude: Assumes responsibility for work without being told; Willing to accept assignments. Contributes to a positive organizational culture and morale. Works to reduce conflict and establish good working relationships with others.
* Professionalism: Maintains positive, constructive, collaborative, cooperative, professional, friendly and respectful working relationships with coworkers and supervisor. Keeps behaviors, communications and other outward expressions regarding [CHC] in a positive manner. Meets the expectations of dress and appearance standards.
* Self Development: Completes mandatory education and training courses in a timely manner. Seeks out additional educational opportunities to continuously improve skills, education and knowledge.

**Management Functions/Performance Expectations:**

* Leadership and Management: Performs work related responsibilities with initiative, taking ownership and responsibility when appropriate and delegates responsibility and authority to subordinates clearly and appropriately. Is approachable, receptive and responsive to feedback and suggestions from coworkers, subordinates and supervisor. Is fair, equitable, positive and constructive in managing others; actively promotes teamwork and positive staff morale.
* Personnel: Demonstrates knowledge and understanding of [CHC]’s Personnel Policies and Procedures. Possesses understanding and good judgment in hiring (including compliance with EEO/AA policies), scheduling/staffing, progressive discipline, performance evaluations, etc. Provides subordinates with guidance regarding standards of performance, which are clear, concise, equitable, appropriate and timely.
* Budget, Equipment, and Supplies: Controls and monitors use of [CHC] funds in accordance with policies, procedures and standards.

**Working Conditions and Environment:**

The working conditions and environment described here are representative of those an employee encounters while performing the basic functions of this job. An employee may be exposed to other working conditions and/or environment which are not listed. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions and performance expectations of this job.

1. Employee generally works within the interior of a healthcare clinic/office environment. Employee may travel locally between multiple worksites and be responsible for own transportation. Out of area travel may be required on occasion. Hours of operations and specific staff scheduling may vary between worksite based on operational need.
2. The general environment is clean with a comfortable temperature and moderate noise level. Employee may be required to use computers and other office equipment and participate in communication through typing, reading, writing, telephones etc.
3. Employee is subject to contact with patients under all conditions and circumstances, e.g., illness, emotional duress and hostility. Other work activities involve contact with staff members, the general public and government representatives under all conditions and circumstances.

**OSHA Category:** Employee may be exposed to infectious waste, blood, body fluids, communicable/infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals. [CHC] will provide to the employee instructions on how to prevent and control such exposures. The employee may be exposed to the Hepatitis B Virus and that the company will make available, free of charge, the hepatitis B vaccination.