

Dental Office Manager

PRIMARY RESPONSIBILITIES

The position of dental office manager is responsible for the overall management of the day-to-day operations of the dental office, to include but not limited to patient flow, goal attainment, staff training, and daily operations of office and staff. This position acts as the liaison between the dentist and employees and may also be required to assist with general front office duties.

REQUIREMENTS

- Knowledge and experience in office and staff management
- Good attention to detail, great communication skills, and excellent customer service skills. Good interpersonal skills help maintain effective rapport with patients, dentists, staff members, and the community.
- Adaptability to office policy improvements (Office should constantly strive for improved customer care/service.)
- Conflict resolution experience
- Customer service or patient relations experience
- Quick response/accurate data entry
- Focused, personable, punctual, and able to handle a busy dental office

SPECIFIC DUTIES

Office management

- Manage day-to-day operations of the dental office
- Oversee daily deposits and ensure end-of-day reports are accurate and reported to doctor daily
- Oversee the responsibilities and duties of all office personnel so that the office runs smoothly and efficiently
- Ensure inventory and office ordering is done correctly
- Fill in anywhere needed throughout the day to achieve daily goals and great patient care
- Act as primary liaison between office and network support and office and computer company

Staff management

- Establish staff schedules, daily duties of staff, and ensure quality patient care
- Plan for and help conduct staff meetings
- Manage employee payroll and monitor employee hours worked
- Train and rotate staff as needed to ensure employees are cross-trained
- Keep OSHA and HIPAA training current
- Oversee hiring and job ad placements, screen resumes, and interview candidates

Front office staff

- Demonstrate exceptional customer service skills

- Communicate with patients in a courteous, professional, and mature manner
- Ensure all telephones are answered in a timely and polite manner
- Accurately enter procedure codes and bill insurance and patients correctly
- Observe and ensure OSHA and HIPAA compliance
- Follow office policies and guidelines

Office environment

- Oversee and maintain a safe environment for patients and staff
- Ensure equipment is in working order or repaired in a timely manner
- Ensure mandatory training and certifications are updated
- Communicate necessary changes/updates with staff
- Establish and ensure emergency procedures are followed when needed

Patient

- Follow policies and procedures for patient privacy
- Maintain a great environment for patient care and to help increase referrals
- Monitor that any patient issues or complaints are addressed accurately and quickly
- Verify patient flow and intake is well controlled

Owners

- Make sure all staff follow policy and procedures and enforce corrections if needed
- Monitor all reports and goal achievements and report to doctors and regional manager
- Work with staff, regional manager, and doctors to develop, implement, and monitor goals and policies