

# CLASSIFICATION SPECIFICATION

## Dental Center Manager

FT/PT Class Code: 3107, 3607      Pay Grade: B/C 18      FLSA: Exempt      Rev. 10/31/16

***SUMMARY STATEMENT:*** An incumbent is responsible for planning, organizing, and directing the daily operations of the Dental Health Center and provides support for the Dental Hygiene Program clinical setting. An incumbent reports to the Dental Hygiene Program Department Chair and supervises professional and support staff in the Dental Health Center.

### **NATURE AND SCOPE:**

A class incumbent plans, organizes, and administers day-to-day office activities under the general direction of the Dental Hygiene Program Department Chair. The incumbent supervises clerical and student activities and ensures the smooth and efficient operation of the Dental Health Center. In addition, an incumbent is generally knowledgeable about the dental and medical care.

### **PRINCIPAL ACCOUNTABILITIES:**

***An incumbent may perform any combination of the below listed accountabilities:***

1. Plans, coordinates, and directs the daily operations of the Dental Health Center, including managing the daily financial operations and cash control procedures, budgetary information, patient accounts, billing, and patient records. Works with dentists and patients in reviewing treatment costs and arranging payment plans.
2. Coordinates with various federal and State agencies to provide dental care for high-risk and economically disadvantaged patients.
3. Ensures staff compliance with applicable State and federal regulations, e.g. OSHA, HIPAA. Meets with students to present and review the various clinic protocols. Maintains required records.
4. Trains, supervises, and evaluates professional and support staff. Recommends candidates for hire.
5. Coordinates with the Dental Hygiene Department Chair and faculty to facilitate schedules and activities supporting the Dental Hygiene students' clinical experiences, as well as Christiana Care Health Services dental residents' rotations.
6. Analyzes and makes recommendations regarding operating practices and procedures, including personnel, workflow, performance standards, equipment and supply utilization, and to ensure smooth and efficient office operation. Implements new and revised procedures and practices.
7. Acts as a liaison between state agencies, local physicians/dentists/hospitals, faculty, staff, students, and patients to ensure continuity of dental care.

### **PRINCIPAL ACCOUNTABILITIES, cont'd:**

8. Ensures support services which include most of the following: forms/records management, facilities management, equipment maintenance and repair, mail distribution, messenger services, office typing, and telephone coverage.
9. Provides support to the Dental Hygiene Program Department Chair in a variety of operational areas, including preparing required reports utilizing dental practice software; maintaining records and/or compiling data; performing special projects/studies, including needs assessments; obtaining organizing and drafting administrative material for office use or federal and state agencies; acting as liaison with vendors, state/federal agencies, the public, etc., as assigned.
10. Assists dentists with direct patient care and assists with front desk administration as needed.
11. Performs other related duties as required.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◇ Knowledge of agency technical and administrative procedures.
- ◇ Knowledge of supervisory principles and practices.
- ◇ Knowledge of College and state reporting practices and procedures.
- ◇ Knowledge of state and federal computerized systems pertinent to the agency.
- ◇ Knowledge of dental procedures, terminology and dental software.
- ◇ Knowledge of dental procedures and terminology.
- ◇ Excellent interpersonal and communication skills.
- ◇ Excellent organizational skills.
- ◇ Ability to communicate effectively both orally and in writing.
- ◇ Ability to supervise and manage personnel.

### **MINIMUM QUALIFICATIONS:**

- ◇ Bachelor's degree in a relevant field and four (4) years of responsible office management experience (including supervisory experience); or other equivalent combination of education and experience.