

# CLASSIFICATION SPECIFICATION

## Dental Services Coordinator

FT/PT Class Code: 5044, 5544      Pay Grade: B/C 10      FLSA: Non-Exempt      Rev. 07/01/14

**SUMMARY STATEMENT:** An incumbent is responsible for coordinating the procurement of dental equipment and supplies, making repairs to equipment, and supervising Dental Health Center technical staff.

### NATURE AND SCOPE:

An incumbent typically reports to an administrative supervisor and acts as a liaison between the doctors, faculty, staff, and dental hygiene students regarding clinic operations. The incumbent projects, procures, and maintains inventory of capital equipment and expendable supplies. Additional duties includes supervising Dental Health Center employees (dental assistants, co-op and volunteer dental assisting students), maintaining all dental equipment, and providing chair-side assistance to dentists.

### PRINCIPAL ACCOUNTABILITIES:

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

1. Supervises and trains Dental Health Center technical staff (dental assistants, co-op and volunteer dental assisting students) to ensure appropriate patient care. Participates in daily huddles and monthly staff meetings with staff to prepare for the day, review the schedule, and resolve any discrepancies, concerns, or issues. Prepares minutes and follows up with staff members to ensure all assigned tasks are completed.
2. Provides support to the dental hygiene students, faculty, and Dental Health Center staff for practice management and digital radiography software programs. Creates and edits electronic patient and educational forms and documents.
3. Projects, procures, and maintains inventory of capital equipment and expendable supplies; negotiates with vendors. Writes specifications for purchase of equipment.
4. Manages patient flow by reviewing and recording patient information and maintaining patient files. Corrects discrepancies within a patient's Electronic Health Record (EHR). Ensures that medical consultation forms are viewed by a dentist in a timely manner, documents this information in the patient's EHR and communicates the results with the Patient Information Specialist and/or the dental hygiene student treating the patient.
5. Supports the Dental Health Center manager with creating and implementing Dental Health Center policies and procedures to streamline daily operations.
6. Supports dental care by providing chair-side assistance to dentists.
7. Integrates patient treatment needs by interfacing with dentists, faculty, and staff. Assures patients understand dental treatment processes.

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

8. Maintains dental equipment by completing minor and routine repairs and evaluating future maintenance requirements. Contacts the appropriate vendor or submits work orders when necessary.
9. Implements policies and ensures employee awareness of State and federal regulations which apply to Dental Health Center employees and is the center's OSHA officer. Classifies and files Chemical Safety Data Sheets, electronically and in paper format.
10. Utilizes practice management software to prepare patient data reports
11. Assists coworkers and students with tasks such as front desk administrative support and delivering dental practice management demonstrations to students to support faculty as needed. Coordinates training sessions for dental hygiene students, faculty, and staff members as needed.
12. Performs other related duties as required.

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

- ◇ Knowledge of dental procedures and techniques.
- ◇ Knowledge of dental terminology, instrumentation, and materials.
- ◇ Knowledge of supervisory principles and practices.
- ◇ Skill in communicating effectively both orally and in writing.
- ◇ Skill in monitoring, assessing, maintaining, and repairing dental equipment.
- ◇ Ability to train and educate non-professional staff in Dental Health Center policies and procedures.
- ◇ Ability to prepare and maintain accurate records.
- ◇ Proficient keyboarding skills.

### **MINIMUM QUALIFICATIONS:**

- ◇ Graduate of an accredited dental assistant program, and three (3) years of relevant experience; or other equivalent combination of education and experience.
- ◇ Currently holds or is eligible for certification as a Dental Assistant by the Dental Assistants Association.
- ◇ Currently holds or is eligible for Delaware State Radiology Certification.