

# LAC VIEUX DESERT HEALTH CENTER

## HUMAN RESOURCES

P.O. Box 9, N5241 US HWY 45      Watersmeet, MI. 49969  
Phone: 906-358-4587      Fax: 906-358-4118



## JOB VACANCY

**POSTED 5/21/2019 UNTIL FILLED**

**POSITION:**                      **Dental Office Manager**

**DEPARTMENT:**                **Dental**

**LOCATION:**                      **Lac Vieux Desert Health Center**

**SUPERVISION:**                **Health & Humans Services Director**

**EMPLOYMENT:**                **Full Time**

**SALARY/PAY RATE:**        **25.00 – 29.00 Hr.**

### **DESCRIPTION:**

The Dental Office Manager will provide leadership related to the business of our Dental Center. This position will work with the Health Director to ensure the strategies and business model are mutually aligned with the other specialties within the Health Center. This position will assume fiscal responsibility of Dental business operations, efficient staffing and scheduling models, and policy/procedure development.

### **DUTIES & RESPONSIBILITIES:**

- Plan and manage dental office operations to ensure excellent patient support services.
- Oversee daily office activities and provide direction and guidance to staff as needed.

- Ensure that patient appointments, cancellations and last-minute adjustments are handled properly.
- Responds efficiently to patient and doctor needs and inquires.
- Ensure the delivery of quality dental care to patients.
- Respond to patient queries and issues and ensure patient satisfaction.
- Resolve patient issues in accordance with company polies and procedures, healthcare regulations and dental board standards.
- Organize and present payment schedules with patients.
- Manage specialist referral process.
- Train, develop and manage staff to meet performance standards.
- Develop promotional programs to attract more patients.
- Assist in employee performance evaluation, promotion, termination, and retention activities.
- Follow and enforce office policies and regulations.
- Review and approve vacations, sick leave and personal leave for dental staff.
- Identify areas of improvements and concerns and implement appropriate corrective actions.
- Oversee staff scheduling as to ensure full coverage.
- Organize and oversee supply purchases, equipment upgrades and operation expenses.
- Write business correspondence and reports.
- Run and analyze management reports.
- Maintain patient data according to regulations and company policies.
- Ensure that records are stored securely and in compliance with privacy and security regulations.
- Adhere to all HIPAA regulations.
- Take responsibility for the appearance and functionality of the dental office.
- All other duties as assigned.

### **QUALIFICATIONS:**

- Bachelor's or Associate's degree preferred or 4-5 years of management/supervisory experience, preferably in healthcare.
- Experience as a Dental Assistant is preferred to cover patient care when necessary.
- Knowledge of dental terminology.
- Knowledge of dental office procedures.
- Knowledge of accounting and administrative principles and procedures.
- Knowledge of insurance plans and claims processing.
- Knowledge of Eagle Soft or similar dental software.

**Preference will be given to qualified individuals of American Indian descent.**

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

**Date Approved by the Tribal Council: 5/16/2018**