

Example Dental, LLC

Office Manager Job Description

The office manager is a key position for Capital Dental. This is the person who will ensure good business practices for the organization while the dentists and hygienists focus on providing dental care. But they also must be fully engaged in the unique environment and clientele of a health care setting, as well as interacting with clinicians and complying with governmental regulations.

Summary: The office manager is responsible for the non-clinical aspects of the day to day operations.

Essential Duties and Responsibilities:

- The office manager is responsible for the financial performance of the revenue cycle
- Patient scheduling, registration, financial counseling, medical records, billing and collection, data entry and processing, and cash posting
- Promoting excellent customer service by all levels of the staff
- Maintains and manages all filing and organizational systems for the practice
- Ensures patient satisfaction, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences.
- Support business goals by utilizing schedules effectively and supporting the practice revenue objectives.
- Follow and demonstrate commitment to Capital Dental policies, professional expectations, clinical service excellence, and outstanding patient service.
- Other duties as assigned.
- Develops, implements, and maintains office policies and procedures
- Interviews, hires, and trains a productive medical office team and conducts performance reviews
- Coordinates staff meetings for administrative and clinical staff
- Coordinates logistics for internal and external meetings and conferences
- Ensures staffing is appropriate for day to day operations
- Ensures regulatory compliance with HIPAA, OSHA, labor laws, and other federal, state, and local regulations.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Knowledge of business and accounting processes usually obtained from an Associates or Bachelor's degree in Business Administration, Accounting, or Health Care Administration. Experience may substitute for education.
- Minimum of 5 to 7 years in a dental office setting.

- Two to three years in a supervisory or management position.

Knowledge, Skills, and Abilities Required:

- Knowledge and experience in all aspects of billing.
- Knowledge of regulations related to Medicare, Medicaid, and commercial insurance.
- Human resources experience in hiring, supervision, and performance reviews
- Knowledge of HIPAA and labor law
- Strong customer service skills
- Skill in writing policies and procedures
- Skill in using healthcare software and computer systems
- Knowledge of maintaining supplies and equipment for the medical setting.
- Multitasking skills
- Problem-solving skills
- Professional communication and presentation skills, including face to face, email, telephone, and video conference.
- Knowledge of continuous process improvement concepts and practices
- Ability to communicate professionally with dentists, hygienists, allied health staff, administrative staff, frontline staff, contractors, governmental agencies, insurance payers, patients, family members of patients, suppliers, and the general public, of all age levels from child to senior citizen.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of the employee so classified. This job description is subject to change depending on the business needs.

I have read and understand the duties/physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. I understand that failure to adhere to these responsibilities could be grounds for disciplinary action up to and including termination of employment.

Signature _____ Date: _____