

Dental Office Manager

Job Description:

The Dental Office Manager is responsible for the daily operation of the Patient Support Section and the Practice Support Section in the Business Services Division of Machias Dental PA.

This Manager is the first-line supervisor for all Section employees.

Incumbent focuses on Front Desk Operation and Patient Support Services (Check-In, Scheduling, Check-out, Treatment Plan Management, Insurance Claim Processing, Accounts Receivable Management, and Records Management) as well as for overseeing all administrative activities related to the organization's personnel and accounting responsibilities.

Duties

- **Patient Relations**

- o Ensure all section employees receive Customer Service Training.
- o Ensure all patient concerns are handled professionally.
- o Respond to patient grievances, complaints and inquiries by taking necessary action to assure patient satisfaction.

- **Front Desk Receptionist, Scheduling and Check-Out**

- o Provide direction and oversight of receptionist, scheduler and financial coordinators functions.
 - Make sure telephones are answered and information processed efficiently and timely.
 - Ensure Visitors are greeted and processed in professional and pleasant manner at all stations.
 - Transmit information or documents to patients as necessary and maintain files and records.
- o Effectively schedule all Doctor, Hygienist and Patient Care Coordinator appointments.
- o Collect, post, and prepare receipts for patient payments at time of service.

- **Accounts Receivable Management**

- o Assure that accurate statements are being sent to patients with appropriate payment instructions.
- o Determine and apply financial penalty for past due balances.

- o Review past due accounts and have them sent to collections in accordance with office policy.
- o Examine and communicate accounts receivable report to Division Director.
- **Insurance Claim Processing**
 - o Oversee insurance submission functions to achieve efficiency and accuracy in transmission of claims.
 - o Ensure maintenance of insurance data base.
 - o Require submission of insurance claims and predeterminations in timely manner with appropriate x-rays, photos, narrative or other diagnostic materials as required.
- **Treatment Plan Management**
 - o Have office financial policies explained to patients and assist them in making financial arrangements after treatment diagnosis and consultation.
 - o Provide patient with written treatment plans capturing all terms and conditions. Ensure treatment plans are also incorporated into electronic patient files.
 - o Monitor treatment plans for timely completion coordinating with clinical staff on appropriate disposition of incomplete plans.
- **Employee Supervision and Development**
 - o Ensure employees are adequately equipped with proper training so they may excel in their careers
 - o Ensure office efficiency and staff productivity.
 - o Ensure execution of company operational standards, policies, procedures, and government regulations.
- **Human Resources**
 - o Maintain HR systems and processes
 - o Ensure the organization is in compliance with local, state, and federal personnel regulations
 - o Manage the staffing process, including recruiting, interviewing, hiring, and onboarding
- **Bookkeeping Services**
 - o Oversees accounts payable, payroll, business operating reports and income tax preparation support for Machias Dental PA.

Job Relationships

Machias Dental PA
271 Main Street
Machias ME 04654

- This manager supervises the Patient and Practice Support Services Sections employees.
- Is responsible for intra-office communication among coworkers, patients, and doctors to assure that quality dental care is provided in an efficient, economical, comfortable, and healthful manner.

Experience and Education

- Bachelor's degree in business related subject area with an emphasis on accounting or finance coursework desired. High school diploma or equivalent required.
- Two years' experience working in a dental practice desired (preferably in a private practice dental office).
- Experience with Dentrix dental software desired.

Certifications, Licenses and Registrations

Certification in Cardio-Pulmonary Resuscitation (CPR)/Basic Life Support (BLS)

Physical Requirements

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a dental office environment with considerable public contact and interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight (often loads of up to 10 pounds and sometimes up to 30 pounds); to operate office and computer equipment; to travel to other locations using various modes of private and commercial transportation.

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Vision: Visual ability with or without correction to be able to use office computers and equipment and to greet and recognize patients upon arrival and throughout their visits at the office.

Hearing: Hear in the normal audio range with or without correction in person and on the phone.