



Position Description

Position Title Dental Front Office Supervisor

Career Level/Grade M1

Position Overview

The Dental Front Office Supervisor manages all operations of the Family Dental Clinic front office team and has a thorough understanding in the application of their profession. This position directly supervises all operations of the Family Dental Clinic front office. The position works directly with the Senior Manager – Dental Operations to develop goals and expectations and is responsible for assuring front office goals and objectives are met. The Supervisor trains and mentors staff and assures that staff maintain an acceptable level of performance and is responsible for ensuring high quality of service is provided by the front office staff. Under the supervision of the Senior Manager - Dental Operations, the supervisor operates a front-office system that provides optimal utilization of dental resources, facilitates effective communication with dental providers, ensures quality customer service for a diverse patient population. The Dental Front Office Supervisor both assures that services are provided through supervision of others and provides direct services.

Supervision and Fiscal Responsibilities

Responsible for managing the day-to-day activities of a team.

Establish tasks for the team and receives guidance and oversight from manager.

Typically manage paraprofessional, clerical/support, or general worker classified employees.

Fiscal responsibilities include overseeing cash drawers and office supply budget.

Examples of Duties

- Assure that the Health District's mission, policies, and procedures are followed.
- Provide team leadership to ensure high levels of morale, commitment, respect, and motivation, evaluate quality of work performed by staff to ensure that work performed meets acceptable standards, and lead Front Office Associate daily team huddles, weekly team meetings, and maintain regular one-on-one meetings.
- Effectively manage and delegate the team's roles and responsibilities, and monitor clinic schedules for accuracy and patient access to care, ensure all financial policies are followed, and provide accountability for staff to uphold access and revenue goals.
- Interact daily with subordinates and/or functional peer groups to exchange or present factual information.
- Act as a change agent for continuous improvement by utilizing lean principles and tools.
- Set customer service standards, train staff, and monitor to ensure excellent customer service is provided.
- Ensure all client services are provided in a manner that is culturally and linguistically relevant to the customer.
- Monitor staff and patient safety processes and provide input for continuous improvement.
- Assist with implementation and support program improvement plans designed to increase insurance reimbursement and improve benefit coordination to maximize patient's dental benefits to efficiently and effectively facilitate the completion of needed dental treatment.
- Provide back-up coverage as necessary for Front Office Associates.

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- Collaborate with relevant personnel in the daily operations, maintenance, and staff training on the clinic's practice management software system (i.e., Dentrix), establish and enforce Dentrix processes, procedures, and workflows for all clinic staff.
- Participate in regular supervisory meetings and other collaborative clinic meetings as needed.
- Assist staff with problems or issues, by identifying and resolving operational issues within established guidelines; escalate issues as needed.
- Effectively communicate team needs to other department, supervisors, and staff.
- Maintain knowledge regarding all Health District services and community resources and ensure understanding by all Front Office Associates and Dental Services Guides to facilitate appropriate referrals.
- Provide and/or monitor translation assistance for the program (if bilingual).
- Complete time and attendance requirements for front office staff and dental services guides, including approving timesheets, time off requests, and ensuring accurate and timely completion for payroll in system.
- Receive and complete other predetermined work assignments that are process driven and subject to a moderate level of control and review.
- Develop and maintain positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

Qualifications

- Technical or associate degree in office management, business administration, or a related field required. Bachelor's degree (BA) in office management, business administration, or a related field is preferred.
- A minimum of two years' successful experience is preferred in:
 - Directly supervising productive teams.
 - Direct client support in a public health setting.
 - Experience working with Medicaid/CHP+ preferred.

Knowledge, Skills, & Abilities

- Ability to lead, train, and coach a team.
- Ability to analyze workflow and work processes and make recommendations on improving the program policies and procedures.
- Ability to work on issues of limited scope.
- Ability to maintain confidentiality.
- Commitment to contributing to an inclusive and equitable working and learning environment.
- Ability to balance multiple demands, work both cooperatively within a team and independently.
- Ability to maintain professional, positive, productive relationships.
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Knowledge of community resources, including but not limited to local health and human service agencies.
- Knowledge of or skills in medical/dental practice management and billing software.
- Good computer skills with the ability to learn new software.
- Strong customer service skills.
- Strong attention to detail with a high level of accuracy.
- Excellent organizational skills.
- Good verbal and written communication skills.

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The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have close visual acuity to perform activities such as preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

Infection Prevention

Must comply with infection control policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications. Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.