



THE COQUILLE INDIAN TRIBE

Ko-Kwel Wellness Center

Job Title: Dental Office Manager
Department: KO-KWEL WELLNESS CENTER (KWC)
Reports to: Dental Director
FLSA Status: Non-Exempt, Full Time
Salary Grade: \$20.95-\$34.04
Location: Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen, Criminal, and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the Dental Director this position provides leadership and supervision of the Dental Assistants and Dental Receptionist. The Dental Office Manager is responsible for the coordination of patient visits and ensuring that clinical operations are facilitated efficiently and effectively. The Dental Office Manager will also perform dental assistant functions in support of the Dental Director, Dental Health Aid Therapist and Dental Hygienist. The position requires an understanding of, and the ability to perform a variety of administrative and clinical duties in the dental clinic, in accordance with the Tribe's Mission and Core Values, policies and procedures and related laws.

ESSENTIAL DUTIES and RESPONSIBILITIES

1. Provides direct supervision to Dental Assistants and Dental Receptionist.
2. Provides mentoring, supervision, and technical assistance to department staff.
3. In partnership with Dental Director, participates in KWC Management Team meetings representing the Dental Department ensuring that the Dental Department Staff receive all information with consideration to and all upper management decisions related to daily operations of KWC.
4. Ensures Dental Department is aware of AAAHC requirements that pertain to dental and KWC in general.
5. Responsible for referrals for dental patients for specialized treatment.
6. Creates positive external relationships while coordinating referral services with other dental practitioners and dental facilities. Coordinates services in a positive and collaborative manner with all KWC departments. Reviews all referrals to ensure they are appropriate and within current priority guidelines. Works within approved budget constraints.
7. Ensures dental provider participation in a variety of meetings and committees, including but not limited to Direct Care, Quality Improvement and Management Team meetings. Serves on additional committees as necessary.
8. Along with assistance from the Dental Director will be responsible for the development of department annual budgets and ensuring that staff manage their programs within those budgets.
9. Oversees implementation of department Performance Management/Quality Improvement Plan and identify areas for improvement and conduct quality improvement Studies to evaluate the effectiveness of current policies, procedures, and practices in achieving desired outcomes.
10. May also perform other duties as needed and assigned.

The above statements reflect the general duties considered necessary to describe the principle functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job. This position may involve transporting Native Americans and Non-Native patients and clients in the Health Center vehicles, employee owned vehicles and rental vehicles to and from a variety of Health Center functions and activities.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 25 pounds. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others. Stressful situations may occur with patients or their families. The work is performed in a modern office setting in this position.

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Knowledge of record keeping and scheduling appointments.
2. Strong understanding of dental terminology.
3. Ability to relate and communicate well to clinic patients, tribal staff, medical reception, insurance companies as well as federal, state, and local health agencies and the general public.
4. Ability to handle possible stressful situations involving explanation of insurance eligibility and benefits to patients.
5. Accurately input data into a computer system.
6. Be well organized and able to handle a large volume of work.
7. Develop and maintain positive working relations with patients, their families, health staff, tribal staff, as well as professional groups.

REQUIRED QUALIFICATIONS

- A. Certified Dental Assistant certificate from an accredited school.
- B. Three years of experience as a Certified Dental Assistant performing chair side assistance.
- C. One year of experience in the dental office, making appointments, charting, doing lab work, providing information and referring patients required.
- D. Understanding of HIPAA policies, state and federal regulations required.
- E. Proficiency with Electronic Dental Record, Microsoft Office, and other computer skills required.
- F. Excellent written and verbal communication skills required.
- G. Experience in supervising staff preferred.
- H. Certification in Dental Radiology preferred.
- I. Current and valid Oregon driver's license in good standing with no insurability issues as determined by the Tribe's insurance carrier is required.