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Staff Member   
Job Description

Revised August 2020

Contents

[GENERAL DESCRIPTION 4](#_Toc55222654)

[Purpose 4](#_Toc55222655)

[Primary Objectives 4](#_Toc55222656)

[Required Skills 4](#_Toc55222657)

[Physical Demands 4](#_Toc55222658)

[Hours 5](#_Toc55222659)

[Primary Duties 5](#_Toc55222660)

[SIGNATURE 6](#_Toc55222661)

*The following job description and job duties are intended as general information and guidelines only. They may or may not conform with all federal, state, and local laws, rules, and regulations or the frequent updates to such. They also may not conform or apply to the latest updates in dental procedures, equipment, use of equipment.*

*This job description is not a substitute for*

* *proper legal or other professional or regulatory advice*
* *knowledge of best equipment, equipment procedures, and handbooks*
* *technically proper practices of dentistry and patient care*
* *any other professional, equipment, or regulatory advice for specific procedures and/or situations, including compliance with all HIPPA, EPA, and OSHA laws and regulations*

*Before implementing anything in this job description, it is the sole responsibility of each practice, its owner(s), and its employees to consult with attorneys, applicable governing and regulatory boards, government agencies, and equipment manufacturers in order to obtain and ensure that they have a full understanding of all the laws, rules, and regulations governing their practice, as well as knowledge of the best equipment, equipment procedures, and dental procedures.*

*It is the responsibility of the practice owner to cross-check and verify the legality, permissibility, technical correctness, and applicability of all the following information, prior to implementation. All ePractice Manager job descriptions cover the essential basics of each job but cannot cover and fit the specific activities of every office, as each is unique. Therefore, you should use this job description as a template to edit, as needed* ***prior to implementation*** *to best fit your office.*

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# GENERAL DESCRIPTION

As a staff member you will take on multiple roles, but your main role is the one for which you were hired (e.g., receptionist, chairside assistant, or treatment coordinator), and your role as a member of the team.

All staff of the practice are members of a group and have responsibilities that extend beyond those of their specific jobs. A team member must work in coordination with the rest of the group and help them when necessary.

## Purpose

As a member of the group, you must work to fulfill the following purposes:

* For the practice, you must
  + deliver high quality service and dental care to as many patients as possible
  + raise awareness of the practice’s approach to achieving and maintaining excellent dental health
* As a team member, you must
  + help all practice patients receive the highest quality dental care in a friendly, caring, and competent atmosphere
  + help develop and contribute to a positive team atmosphere in the practice under practice’s policies and procedures

## Primary Objectives

* As a member of the group, you must work to fulfill the following objectives:
  + For the practice, ensure patients are happy, continue receiving care with the practice, and actively refer new patients
  + As a team member, actively work towards the successful creation of a team-oriented practice that communicates and works together as a team

## Required Skills

Staff member positions require the following skills:

* Knowledge, commitment, and valuing quality dental care for the community
* Strong desire and intention to help others
* Ability to work with others as a team member while following practice policies and procedures

## Physical Demands

The treatment coordinator must be able to

* remain in a stationary position 50% of the time
* occasionally move around to access file cabinets, office machinery, etc.
* constantly operate a computer and other office products, such as a copy machine, printer, and telephone system
* frequently and accurately communicate with patients who have inquiries about scheduling appointments

## Hours

This is an hourly position with a minimum of 40 hours per week in the office Monday through Friday.

## Primary Duties

In addition to normal job-related duties, all staff members have the following responsibilities:

* Be professional.
* Remain positive and upbeat at all times.
* Work toward developing good relationships with all coworkers.
* If a personal situation is such that you feel it will affect you at work, contact the office manager and arrange to have your position covered by another staff member.
* Always maintain personal appearance and proper hygiene.
* Maintain the office appearance of the office, especially in your own area.
* If you see a persisting problem with a fellow staff member, you must make it known to the office manager so it can be addressed.
* Always greet patients warmly by name.
* Take all steps to maintain HIPPA privacy and keep patient matters private.
* Offer your support and suggestions when desired.
* Relay negative and positive patient comments to the doctor.
* If you are uncertain of how to do something, or have a question about protocol, refer to your job description or office policy materials. If you cannot locate the information you need, follow up with your lead or the office manager.
* Abide by the various OSHA guidelines.
* Adhere to the office schedule exactly as stated in the policies.
* Request help when necessary.
* Attend all mandatory staff meetings.
* Attempt to accomplish the majority of inner-office communication in the form of written memos.
* Submit any special requests to the appropriate individual for approval. This includes requests for new or more expensive equipment, new office policy suggestions, or time-off requests.

# SIGNATURE

This job description has been authorized by the managing partner. The employee’s signature below constitutes their understanding of the requirements, essential functions, and duties of the positions. Job performance reviews will be conducted annually.

Employee Printed Name Date

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| --- | --- | --- |
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Employee Signature

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