



Office Manager Job Description

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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 HIPAA, 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.*



GENERAL DESCRIPTION

Purpose

The purpose of the office manager role is to assist the owner in achieving the organizations goals by running the day-to-day operations. It is imperative to the success of the practice that this role be treated as a fully functioning executive position held by highly qualified employee.

Primary Objectives

The office manager's primary objectives are to

- create an expanding, successful practice through the management of the staff and office by
 - instituting and maintaining policy compliance
 - instituting and maintaining job description compliance
 - instituting effective promotion and marketing to drive new patients
 - utilizing statistical management
- ensure a smooth and efficient patient flow
- create an environment where patients feel competently serviced, staff works together as a team, and the doctor concentrates on providing high-quality service to patients
- train staff members to work together productively as a team
- ensure patients are happy and satisfied
- ensure referral sources are satisfied and continue to refer

Required Skills

The office manager position requires the following skills:

- Excellent verbal and written communication skills
- Superior interpersonal and customer service skills
- Ability to effectively accept and delegate responsibility
- Ability to inspire and motivate others to work as a team
- Ability to remain calm and collected under pressure
- Ability to accurately speak on behalf of the doctor and owner
- Excellent listening skills
- Time management skills
- Self-motivation
- A professional demeanor
- A good general understanding of dental procedures
- Self-confidence
- Superior organizational skills
- Ability to keep goals on track and follow policies and procedures



Supervisory Responsibilities

The office manager is responsible for hiring, onboarding, training, correcting, and otherwise managing the office staff.

Physical Demands

The office manager 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 appointments, treatment, and billing
- occasionally operate a motor vehicle to travel between referring offices

Hours

This is a full-time salaried position with a minimum of 40 hours per week in the office.

Metrics

The office manager monitors success by watching key performance indicators (KPIs):

- Total production
- Total collections
- Percent of Production in total AR
- Case acceptance rate
- Number of new patients

An upward trend of these metrics on a graph would indicate that the office manager is successfully meeting the objectives of the position and the needs of the practice. If these trends plateau or begin to decline, the office manager would take action to determine the reason(s) for the decline and correct it/them.

Primary Duties

The office manager has a wide variety of responsibilities. The following list summarizes some of these key responsibilities.



- Acts as a liaison between owner and staff for routine matters like time off, schedule changes, policy and procedure questions, special projects, etc.
- Acts as a liaison between providers and patients, colleagues and the public.
- Sets up team-building activities once (or twice) a year. This is strictly for the team to play together in a setting outside of dentistry. This is not mandatory but needs to have the majority of the staff in attendance. You should survey the date so that there will not be a problem with attendance.
- Works to handle any problems with staff or patients immediately. Once problems are handled the office manager will give the owner an overview in a written report, if needed.
- Initiates policy (with owner's approval) and distributing to staff.
- Evaluates the quality of office systems already in place, and planning updates for systems in need of improvement.
- Meets annually with the owner to summarize the past year and anticipate the next.
- Ensures that marketing and PR is sufficient to accommodate expansion.
- Meets regularly with the owner to set scheduling priorities, plan budgets, and adjust office systems as needed.
- Monitors activities to ensure that the office is profitable and growing.
- Ensures that all staff members understand their role and responsibilities within the practice.
- Ensures and encouraging good communication between staff and owner.
- Hires and dismissing staff (with owner's approval).
- Maintains all personnel files.
- Sets forth the staff schedules.
- Conducts staff meeting in conjunction with owner.
- Conducts job reviews in conjunction with owner.
- Develops training programs to continually upgrade staff knowledge.
- Ensures continuing education of all staff (including owner) is kept up to date, including all OSHA and HIPAA regulations for your state.
- Establishes staff bonus systems in conjunction with the Owner.
- Ensures that all staff members understand and follow job descriptions and policies and receive appropriate correction when necessary.
- Educates the staff in the mechanics of new systems, arranging for training, and gaining staff allegiance to practice goals.
- Ensures that in the case of an absent staff member, the position is covered appropriately.
- Records weekly total revenue, new patient consultations, consultations that started treatment, checking account balance, and cash balance in practice reserve.
- Educates patients whenever possible and appropriate, and ensures that all staff members are aware of the need to educate patients.



- Ensures new patient intake is done completely, and old patients reactivated
- Ensures smooth and efficient handling of anything slowing down the service to a client
- Accurately balances all office transactions, including patient accounts, checkbook, daily and monthly bookkeeping, and petty cash
- Ensures that the payroll is timely and accurate
- Keeps staff and owner informed of all pertinent dates, such as: seminars, job reviews, holidays, etc.
- Makes making travel arrangements and accommodations, and registers for seminars, meetings, etc. that doctor and/or staff will be attending
- Cooperates with the owner by
 - staying aligned on company mission statement, management expectations, SWOT analysis, goals, values, and plans
 - focusing on the bigger picture for coming years as well as the day-to-day operations

Patient Confidentiality

Maintaining patient confidentiality is a serious matter affecting patient trust, and it is regulated under federal law. For this reason, great care must be taken to ensure that patient information is not made available to any unauthorized persons.

The office manager understands and enforces all related patient confidentiality rules and best practices.



SIGNATURE

This job description has been authorized by the owner. The employee's electronic signature constitutes their understanding of the requirements, essential functions, and responsibilities of the position.

(This job description is intended to be acknowledged and signed through ePractice Manager's online portal. If the practice wishes to have its employees acknowledge this job description in an alternate way, please coordinate with your consultant to add a proper statement or signature section to ensure your documentation is complete and binding.)