



## **JOB DESCRIPTION**

**JOB TITLE:** Dental Clinic Manager  
**REPORTS TO:** Dental Director  
**DEPARTMENT:** Dental  
**LOCATION:** Rolling Hills Clinic (RHC)  
740 Solano Street, Corning, CA 96021  
2540 Sister Mary Columba Drive, Red Bluff, CA 96080  
**STATUS:** Full-time, 100% FTE, Exempt, 40 hours per week

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*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

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### **POSITION SUMMARY**

The Dental Clinic Manager is responsible for the operations of the dental clinic, including the supervision of dental assistants and hygienists, staff training, and effective management of patient concerns. They will be responsible for the efficiency of dental clinic operations including scheduling and ensuring adequate staffing levels for all dental staff as well as supply ordering and adhering to a budget. Be responsible for increasing the productivity and efficiency of the dental department by maximizing the schedule, decreasing the no-show rate, and improving productivity. Assist and work closely with the Dental Director in establishing specific goals; determining work procedures and expediting workflow; ensuring compliance with all operating policies and procedures, and assisting with standardization between Corning and Red Bluff clinics. Provide daily reports and other periodic reports as required. They will act as a leader by building constructive relationships and supporting department leadership in developing, setting, and executing department goals and the strategic plan in accordance with the Rolling Hills Clinics mission.

### **DUTIES & RESPONSIBILITIES**

1. Build and execute plans to improve daily operations of the Dental Clinic ensuring maximum productivity, operational excellence & efficiency.
2. Oversee and monitor the day to day work flow and weekly schedules of the dental support staff.
3. Maintain and update Open Dental processes as needed.
4. Oversee and monitor patient scheduling procedures.
5. Maintain purchasing orders and monitor, stock and store dental inventory.
6. Maintenance and testing of equipment (sterilizer, x-ray dosimetry, x-ray processor, etc.) including daily lubrication of equipment.
7. Coaches and develops staff that encourages teamwork and employee engagement.
8. Performs data compilation, reporting and tracking functions related to operational metrics such as appropriate scheduling practices and full and accurate patient registration.
9. Manages provider scheduling, ensuring schedules are created in a timely manner for scheduling out appropriate to clinic needs.
10. Manages employee schedule for optimal patient flow in both Corning/Red Bluff clinics.
11. Handles patient complaints/Cause for Concern/Incident Reports per policy and procedure.

12. Meets with Dental Director and Executive Director to resolve problems and seek input for designing and facilitating processes in support of clinic goals and quality improvement.
13. Maintains organization confidentiality.
14. Participates in collaborative management meetings as needed.
15. Assist the Health Clinic Controller in budget planning.
16. Assist the Dental Director, Executive Director and Human Resources with personnel issues.
17. Participate in interviewing job applicants for clinic support positions.
18. Assist with recruitment and hiring for dental support staff.
19. Provide training and orientation for dental assistant positions.
20. Address performance issues and applies corrective action as needed and prepares annual performance evaluations.
21. Provides necessary motivational counseling to staff members that are not satisfactorily meeting job performance standards.
22. Identifies training needs of staff members and provides training to ensure highest quality of job performance and customer service.
23. Provides input and assists with creation and implementation of dental policies and procedures.
24. Ability to work with facilities department to monitor dental equipment.
25. Ability to work with compliance department to help maintain update documentation on clinic information including keep current on infection control procedures, OSHA guidelines and dental materials.
26. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
27. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
28. Safety: Responsible for ensuring that all duties, responsibilities and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
29. Safety: Take appropriate corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
30. Other duties as assigned by Supervisor.

#### **MINIMUM REQUIRED QUALIFICATIONS**

1. Must have a High School Diploma or equivalent.
2. A Bachelor degree (preferred) or related experience and/or training; or equivalent combination of education and experience.
3. At least five years of experience in a supervisory role.
4. Bilingual in Spanish (preferred).
5. Knowledge of OpenDental is preferred.
6. Knowledge of the principles and practice of modern dentistry as related to public health organizations and community health programs.
7. Familiarity with dental insurance plans.
8. Strong leadership skills with the ability to coach and mentor teams through periods of high growth.
9. Creative problem solving skills with the ability to multi-task and prioritize business requirements in a dynamic, fast paced environment.
10. Ability to think and work creatively and effectively in a rapidly changing environment.
11. Exceptional customer service orientation with a focus on collaboration and flexibility when working with both external and internal stakeholders.
12. Demonstrate clear knowledge of Rolling Hills Clinic structure, standards, procedures and protocols.
13. Must have ability to relate and communicate effectively with community interest groups, agencies, and medical facilities that serve the American Indian Community.

14. Must have a Valid California driver's license and proof of personal liability automobile insurance as required by California state law.

**NOTE TO APPLICANTS:** Please be advised a post job offer, pre-employment Drug Testing, Physical and TB test, vaccination immunity for measles, mumps, rubella, varicella, TDAP & Hep B as a condition of employment. If the records are more than 10 years old, titers are required to confirm immunity. Additionally, you will be required to obtain a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

**PHYSICAL DEMANDS**

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. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:**

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.*