



Classification Description

Job Title: Dental Clinic Assistant

Pay Grade: 105

Job Code: 4482

FLSA Status: Non-Exempt

Job Purpose

This position performs administrative activities that facilitate the efficient operating functions of the Dental Clinic. Work includes implementing and maintaining policies and procedures for the clinic; maintaining public relations and correspondence with community health professionals; initiating analysis reports, providing dental clinical administrative activities; assisting with the educational objectives of enrolled dental hygiene.

General Responsibilities

Essential Functions

Manages daily administrative operations of a department including establishing work priorities; assists in resolving problems related to the day-to-day operations of the Dental Clinic.

Plans and coordinates the execution of dental program policy, procedures, and operations.

Operates specific dental computer software ensuring effective daily operations in the Dental Clinic.

Manages an adult and child wait-list for patient care services in the Dental Clinic.

Schedules patients that afford all students the opportunity to achieve stated competencies within a reasonable time.

Maintains individual patient-care service appointments for each enrolled student.

Prepares an electronic scheduling system on a semester basis to accommodate course contact hours.

Analyzes clinical data to ensure patient assignments are distributed to the appropriate students according to difficulty level and oral health/disease status.

Collects appropriate fees for dental services at the Clinic and reconciles daily receipts and currency.

Makes regularly scheduled deposits at the Cashier's Office.

DENTAL CLINIC ASSISTANT

Transmits electronically patient health records and radiographs to local and out-of-state community dentists.

Provide front desk instruction to enrolled students on how to communicate with patients and reschedule patient for continuing patient care services.

Communicate with patients to confirm appointments through the various social media platforms such as texting, Facebook and other electronic systems.

Initiates the College's protocol for insufficient funds from Dental Clinic services.

Provides the local community with dental resources for obtaining dental services.

Compiles and analyzes patient data for monitoring student-learning objectives.

Generates monthly patient return appointment lists to target specific periodontal and debridement classifications for dental hygiene patient-care services.

Assists with the development and implementation of dental clinic reporting procedures.

Meets the public and dispenses appropriate paperwork.

Screens telephone calls and directs visitors and patients to the appropriate area or waiting list for treatment.

Explains administrative policies to patients and students as directed by the Program Administrators.

Prepares documents according to Accreditation and OSHA mandated standards.

Implements clinical policies and procedures to assess patient's quality of care and establishes a mechanism to handle third party patient complaints.

Ensures confidentiality of information regarding the health status of each individual patient.

Documents treatment and provides correspondence to appropriate health care providers to ensure proper health care professional office protocol.

Reviews and prepares correspondence for community dental professionals. Transmits patient information electronically according to HIPAA guidelines for the public and referring dental practices.

Participates in departmental meetings, in-service training and other activities, as required.

In collaboration with the management of Dental Hygiene monitors the clinic budget to ensure expenditures do not exceed available funds.

Performs other duties as assigned.

DENTAL CLINIC ASSISTANT

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High School diploma or GED.

Two (2) years of full or part-time professional work experience in an office setting.

Knowledge of office practices and procedures.

Knowledge of basic dental terminology.

Basic word processing skills of creating, editing, verifying, storing and retrieving data on computer are required.

Demonstrated experience using computer skills.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

DENTAL CLINIC ASSISTANT

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 1, 2009. Revised: February 17, 2011, March 25, 2013, July 17, 2013, July 1, 2014, January 11, 2023, July 1, 2023, and July 1, 2024, July 10, 2026 (r).