

DENTAL ADMINISTRATOR

GLENDALE, CA

Description

DENTAL ADMINISTRATOR JOB SUMMARY

Oversees and directs the comprehensive operations of the dental practice, encompassing management of personnel, financial affairs, administrative processes, facility upkeep, productivity, and purchasing. Develops and implements programs, effectively allocates resources, and delegates responsibilities among dental staff. Maintains rigorous oversight of dental records to ensure adherence to regulatory standards and billing accuracy. Monitors activities and operations to ensure that the practice successfully meets its objectives.

DENTAL ADMINISTRATOR ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Leadership and Direction:** Provides strategic leadership, direction, and coordination for all general clinic operations across multiple dental sites, ensuring alignment with the CCHC's mission and vision. Work to strengthen the collaboration with all departments, including Medical, Outreach, BI, Billing, etc.
- **Team Leadership:** Guides and motivates employees to achieve all job objectives, fostering a collaborative environment that emphasizes excellence and accountability. Works closely with all the managers to maximize the efficiency of referral process between the departments.
- **Operational Improvement:** Proactively identifies and implements strategic changes to enhance clinic operations; collaborates with the Quality Improvement Department, Efficiency Team, Business Intelligence and others to conduct assessments, complete data insights, and improve practices.
- **Coaching and Development:** Conducts regular one-on-one meetings with clinic Managers and Leads to coach, mentor, and assist in establishing and implementing measurable goals and objectives tailored to each dental site's operational needs.
- **Communication and Morale:** Maintains high morale and positive relations among staff across all dental sites; schedules and leads periodic staff meetings to communicate policy updates, educate employees, and proactively address issues.
- **Provider Collaboration:** Organizes and facilitates Provider meetings with the Dental Director, ensuring effective communication and alignment on clinical objectives and best practices across all locations. Works closely with the Dental Director to recruit dental providers who are aligned with CCHC mission and vision.

- **Data Analysis and Reporting:** Gathers, analyzes, and reports data related to operational performance and quality metrics; routinely monitors key performance indicators across all dental clinics, addresses operational challenges, and provides actionable recommendations.
- **Goal Management:** Works closely with Dental Managers and Supervisors to ensure the achievement of dental, operational, and administrative goals; sets clear expectations for staff performance and fosters teamwork.
- **Financial Oversight:** Manages the overall operating budget for all dental sites, ensuring the achievement of financial performance targets. Analyzes quarterly budget variances greater than 5%, identifying root causes and implementing corrective actions. Provides oversight of daily collections and the accurate transfer to the accounting department.
- **Patient Experience Enhancement:** Develops, implements, and oversees initiatives aimed at improving patient experience across all sites.
- **Performance Management:** Conducts performance reviews for direct reports, making recommendations for merit increases, promotions, and disciplinary actions.
- **Administrative Coordination:** Ensures timely processing of all necessary paperwork for all sites, to maintain compliance, contracting,
- **Compliance:** Conducts regular audits of clinic operations, financial practices, and compliance to ensure adherence to policies and regulations; implements corrective actions as needed to address any discrepancies. Dental oversight and participation of all audits, including HRSA OSV and any health plan. Oversees the compliance and management of dental grants. Oversee health plan contracting.
- **System Management:** Oversees the utilization of Dental Electronic Health Record (EHR) systems across all dental sites, ensuring data accuracy and regulatory compliance. Collaborates with the IT department to assess system performance, identify opportunities for enhancements, and implement improvements to optimize clinical workflows.
- **Scheduling and Staffing Support:** Ensures targeted staffing levels are met across all clinics, working closely with Managers to address any gaps and optimize team performance. Collaborates with Dental Managers to modify provider schedules as needed, approves vacation and leave requests, and ensures adequate coverage to fill in during absences.

DENTAL ADMINISTRATOR PATIENT EXPERIENCE EXPECTATIONS

- **Oversee and manage the implementation and staff accountability of patient experience strategies**
- **Conduct regular audits and/or observations to ensure patient experience standards are practiced consistently across all clinic operations.**
- **Analyze patient feedback and performance metrics to identify improvement areas and develop actionable plans based on trends.**

- Collaborate with Service Architects and Accountability Leaders to provide ongoing support, training, and guidance to staff.
- Model best practices and high standards in patient service to set a strong example for the team.
- Foster a culture that prioritizes patient needs, values feedback, and recognizes/rewards exceptional patient care.

Requirements

DENTAL ADMINISTRATOR EDUCATION, TRAINING AND EXPERIENCE

- Bachelors degree, or higher required
- *Minimum of five to seven years of work experience in dental operations, with increased responsibility.*
- Minimum of five years of experience supervising staff.
- Minimum of three plus years of experience directly managing a dental Practice or clinic.

DENTAL ADMINISTRATOR PAY RANGE: \$80,000 - \$100,000/year

DENTAL ADMINISTRATOR (DENTAL) BENEFITS:

- Medical, Dental and Vision – 100% paid by Employer
- Life Insurance and Accidental Dismemberment – 100% paid by Employer
- Paid Holidays
- Paid Time Off
- 401K
- 401K Matching
- Flexible Spending Account
- Fringe
- Supplemental Insurance
- Wellness Day