

Job Description

Dental Assistant

Reports to: Dental Assistant Team Leader

Compensation class: Hourly non-exempt

Uniform: Per department guidelines

The following duties set forth for participating member of the Dental Assisting department are listed below:

Patient Relations -- Greets patients using patient's name and introduces self with a smile. Mention doctor by name and indicate that you will be assisting.

Chart Audit – Ensure proper team performance as it pertains to chart documentation and information through quarterly audit of charts.

Monitor down time – Ensure down time is appropriately utilized through assignment of tasks, accountability of time and proper breaks.

Provide Leadership – Guide team of employees to realize fulfilling professional life through an adherence to beneficial company policies and procedures.

Weekly Reporting -- Has weekly meetings with office Administrator. Discusses team development activities, training, takes and seeks direction accordingly.

Communication and Training -- Train against specific job descriptions and company values. Offer input and suggest training items as necessary.

Walks the Talk -- Leads by example and deed to achieve outstanding customer service while constantly building a respectful and committed true team. Understand and direct team members based upon the Core Value principles. Ensure that team member understand the critical part they play in every interaction to educate each patient of their dental status with the sole objective of keeping their teeth for a lifetime. Is the primary individual to instill the concept of profitability into each team member. The Group must be profitable to continue to grow and offer the best dental care available.

Monitors Performance – Monitors department and individual performance against the accepted duties and responsibilities set forth in job description. Must be well versed in each employee's duties and responsibilities and ensures that they are being adhered to by all staff members on a daily basis.

Provides disciplinary direction – Provides immediate redirection and appropriate progressive disciplinary measures in order to ensure that team members adhere to duties and responsibilities. (i.e. – verbal, verbal documented, written bi-lateral, suspension)

Provides Evaluation – Compiles information and gets feedback from the appropriate sources concerning employee performance and attendance. Completes, with office administrator, annual written and oral evaluations within one week of employee's anniversary date.

Employee Maintenance -- Provides administrator with all paperwork needed to maintain appropriate employee records including: time off requests, personal information updates, record of absentee or tardy report slips, etc.

Employee Staffing -- Provides administrator with a weekly department schedule, accounting for coverage during planned absences. Also secures proper departmental coverage during events of unplanned absences. Keeps a thorough, accurate and up to date "on call" list of competent dental assistants available on an as-needed basis.

Physical departmental maintenance – Maintains or directs the ordering of needed supplies.

1. Clinical
2. Non-Clinical
3. Tagged – Inventory

Ensures that each employee has the necessary supplies to do their job appropriately. Submits and follows up on all work order requests. Directs staff and ensures the cleanliness of the physical plant as it relates to that department through proper use of cleaning supplies and weekly cleaning regimens.

Maintains Uniform Policy and Standard -- Ensures that all team members are in uniform at all times, as described in job description. Compiles and orders uniforms according to parameters set forth in benefits outline. Ensures personal grooming and appearance of team members are appropriate and satisfactory at all times.

Conducts Meetings -- In addition to weekly meetings with the office administrator, team leader plans and meets on a bi-monthly basis with department. Creates agenda, communicates with team members, trains and obtains feedback during meetings. Provides post meeting conference notes which must be distributed to Management team and other team leaders within one week of meeting. Resolves outstanding employee concerns as presented during meetings.

Attends Meetings – Meets with other team leaders and office administrator on a quarterly basis to discuss group growth and facilitate inter-departmental harmony.

Reports -- Generates and reviews reports salient to departmental production and welfare on a daily, weekly and monthly basis.

Delegates – Ensures that standards and operations are adhered to in your absence.

Time clock management – Reviews department time clock on a weekly basis, provides correct information, notes any discrepancies and reports them to the office administrator.

Accepts Challenge -- Understands and is committed to all company policies as they pertain to your department. To communicate company policies to each member of the team. Maintains constant communication from team members to ensure a favourable work environment for each member of the team. To effectively support team members so that the whole is greater than the sum of its' parts. To be a role model against the standards set forth in our Core Values.

Related Policies, Procedures and Forms:

- Employee performance review
- Uniform Policy – Clinical Staff
- Pre-Hire Packet
- Hiring Packet
- Termination Packet
- Absentee and Late Policy
- Job Description – Clinical Assistant
- Break Policy