

TITLE: Coordinator, Dental Front Office

CLASSIFICATION: Classified

SALARY GRADE: C09

SCOPE OF POSITION:

Under general direction, coordinates all aspects of patient scheduling in the dental clinic and monitors students on reception rotation during clinical hours. Assists with development of annual budget and inventory control related to dental programs and clinical functions. Schedules equipment maintenance and repair. Oversees dental software updates, dental department facilities requests, and proper handling of hazardous or biohazardous materials/wastes.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Oversees dental students during clinical hours in the dental business/reception office. Uses dental software to communicate with external dental offices, and patient checkout processes.
2. Collaborates with faculty to verify and develop processes related to patient/student requirements in the dental hygiene and dental radiology programs. Schedules, tracks, and reconciles student/patient assignments, and completion information; maintains classroom scheduling.
3. Monitors, orders and receives dental program inventory. Prepares and monitors program equipment/supply requisitions. Communicates and coordinates with external vendor services related to dental program clinical requirements.
4. Monitors and verifies dental program accounts. Compiles and completes dental program financial deposits. Facilitates budget transfers, verifies and submits faculty reimbursements and mileage requests, and reconciles dental program CAL-Card purchases. Submits payments of maintenance invoices, monitors maintenance budgets and administers dental program accounts payable.
5. Composes, edits, and orders dental program forms, marketing brochures, reports, and educational information. Coordinates with dental program faculty to provide updates on protocol, HIPAA regulations, and dental clinic policy changes. Collects, reviews, and inputs data relating to dental hygiene accreditation.
6. Maintains infection control and hazardous waste management records. Provides infection control equipment reports to dental faculty. Arranges equipment sterilization and maintenance requests.
7. Maintains and assists in the development of the dental program's webpage.
8. Maintains information for community members interested in dental hygiene and radiology services, and current patients.
9. Assesses, revises, collects, and verifies new dental student intake paperwork and vaccination requirement forms for dental programs. Tabulates and reports new student intake information to lead dental faculty.

KNOWLEDGE OF:

1. Subject matter, terminology, and technical principles of a dental office.
2. Health Insurance Portability and Accountability Act (HIPAA) requirements.

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KNOWLEDGE OF – Continued

3. Equipment, tools, materials, supplies, laboratory/clinical procedures, and practices and techniques used in a dental office, including repair, calibration, and maintenance of equipment and instruments.
4. Principles, practices, and environmental health and safety regulations in the proper use of and disposal of hazardous or biohazardous materials or work with laboratory/clinical equipment, per OSHA guidelines.
5. Principles of record keeping.
6. Budget and revenue control.

ABILITY TO:

1. Handle biohazardous materials, and perform sterilization of equipment.
2. Understand the function of, operate, maintain, troubleshoot, schedule repair, and calibrate technical laboratory/clinical equipment, supplies, and instruments.
3. Interpret and apply policies, procedures, rules, and regulations.
4. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
5. Communicate effectively, both orally and in writing.
6. Exercise appropriate judgement in interactions with others and with work processes.
7. Interact with the public in a helpful, courteous and professional manner.
8. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate degree in a closely related field of study required.

EXPERIENCE:

2+ years of related experience with reception/office coordination in a health care setting.

OTHER REQUIREMENTS:

Must be able to safely use and dispose of hazardous and bio-hazardous materials.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).