

Practice Manager Position

- **Expectations:** What we are looking for in a Practice Manager
 - Personality: dependable, calm demeanor, able to handle stressful situations effectively, good conflict resolution skills,
 - Work Philosophy: positive attitude, punctual, identify tasks needing to be completed, seeking to improve existing work flows, eagerness to assist others (team, patients, doctors), excellent multitasking skills & ability to delegate tasks appropriately, skilled in leading a Team
 - Clinic Hours in the Practice: 8:00 - 17:00 M, Tu 8:00 - 16:00 W, Th 8:00- 13:00 Fri
 - Pre-schedule Meeting = 7:35am, duration ~ 10 minutes
 - Most effective for manager to be in office with team + patients, specific tasks accomplished outside of practice => TBD
- **Responsibilities:** Roles the Manager plays in the practice
 - Managing Team schedules & setting a good example
 - Ensuring Flow of the practice & schedule
 - Knowledgeable in Tricare insurance & able to assist patients with insurance concerns
 - Handling patient complaints & Problem Accounts
 - Assist in hiring new team members
 - Very proficient with Open Dental Software and maximizing for efficiency
 - Assisting with QM project
- **Specific Tasks**
 1. On boarding new Team Members, preparing contracts and going over with new team member, explaining German system (if they are American), explaining payroll procedure for our office.
 2. Tracking Vacation of team members, checking if vacation requests can be approved (depending on schedule), entering vacation days / hours to Time cards in Open Dental
 3. Coordinating schedule changes of team members, ensuring good work/life balance
 4. Managing concerns / complaints from team members, coaching team
 5. Working on schedule of team - handling if team member is sick, finding coverage, stepping in to help cover front or back.
 6. Coordinating team training, team meetings, team reviews
 7. Ensuring Team is current with certifications and licensing
 8. Help with planning team events
 9. Recruiting on base for team members, if necessary: Red Cross Program, job fairs, online recruiting, interviewing.
 10. Ensuring Insurance Reports (EOB's) are entered and handling rejected claims.
 11. Patient Account issues / Collections
 12. Communication / scheduling meetings & interviews
 13. Communication in German with outside agencies, labs, partner dental offices, Gesundheitsamt, Regierungs Präsidium, Dental depots
 14. Looking through the upcoming schedule and ensuring no patient issues, opening / closing schedules for providers
 15. Working with dental depots with ordering supplies (especially office supplies)
 16. Coordinating repairs & maintenance of equipment

17. Dealing with Sales-people from dental companies
18. Opening Mail, scanning Rechnungen to accountant software DATEV
19. Checking practice email
20. Marketing, advertising the practice: communication with Stars & Stripes media, updating practice website
21. Handling IT issues, resolving the issue or contacting IT company
22. Optimizing Open Dental by creating/adding webforms, utilizing online portals, webscheduling, etc.

- **Salary:** €60.000 to €70.000 (5 day work week) depending on experience, qualifications and language skills
- + 25 paid vacation days / year