

North Olympic Healthcare Network (NOHN)

Job Title: Dental Manager

Department: Dental

Reports To: Chief Operations Officer

FLSA Status: Exempt

Summary:

The Dental Clinic Manager oversees the daily operations of the dental practice to ensure high-quality patient care, efficient workflows, and a cohesive team environment. This leadership role **directly supervises dentists, dental hygienists, and the Dental Assistant Supervisor**, as well as administrative staff. The manager ensures operational excellence, regulatory compliance, financial performance, and a positive patient experience throughout the clinic.

Essential Duties and Responsibilities:

Clinic Operations

- Oversee daily clinical and administrative operations to ensure smooth patient flow and timely care delivery.
- Manage provider schedules and optimize appointment availability for dentists and hygienists.
- Collaborate with the Dental Assistant Supervisor to ensure operatories, instruments, and equipment are properly maintained.
- Approve supply orders and maintain oversight of inventory and vendor relationships.
- Ensure the clinic meets OSHA, HIPAA, infection control, and state regulatory requirements.

Leadership & Team Oversight

- **Directly supervise dentists**, providing leadership in clinical workflow management, performance expectations, communication, and operational coordination.
- **Directly supervise dental hygienists**, including coaching, workflow support, and performance evaluations.
- **Directly supervise the Dental Assistant Supervisor**, who manages:
 - Scheduling of dental assistants
 - Supply ordering and inventory management
 - Daily back-office workflow coordination
- Recruit, train, and evaluate administrative and clinical support staff.
- Conduct regular team meetings, provide coaching, and foster a positive and collaborative culture.
- Promote strong communication between front office, clinical teams, and providers.

Patient Experience

- Maintain a high standard of service excellence and patient satisfaction.
- Resolve escalated patient concerns or complaints professionally and promptly.
- Oversee patient intake, billing processes, follow-ups, and communication protocols.

Financial Management

- Assist with budgeting, financial planning, and performance reporting.
- Monitor key performance metrics including provider production, accounts receivable trends related to scheduling, patient retention, new-patient access and appointment availability, and timely follow-up and recall completion.
- Work with the billing team to ensure accurate claim submission and timely reimbursement.

Compliance & Quality Assurance

- Ensure all clinical and administrative processes align with HIPAA, OSHA, and state dental board regulations.
- Maintain accurate and compliant patient records and documentation.
- Work with providers and supervisors to implement continuous quality improvement initiatives.

Qualifications:

Required

- 3+ years of experience in healthcare, dental, or medical practice management.
- Strong leadership and communication skills with the ability to supervise clinical providers.
- Knowledge of dental terminology, clinic workflows, and dental insurance (CDT) coding.
- Proficiency with dental practice management software (e.g., Dentrix, Eaglesoft, Open Dental).
- Solid understanding of HIPAA, OSHA, and infection control standards.

Preferred

- Associate's or Bachelor's degree in healthcare administration, business, or related field.
- Experience in a multi-provider or specialty dental practice.
- Proficiency with Epic
- CPR certification.

Key Competencies

- Strong interpersonal and leadership skills
- Excellent decision-making and problem-solving abilities

- Financial and operational acumen
- Attention to detail and regulatory awareness
- Ability to manage multiple priorities in a fast-paced environment

Physical Demands:

- May require prolonged standing and sitting

Work Environment:

This role involves daily interaction with dentists, hygienists, dental assistants, administrative staff, and patients. It is an on-site position within a dental office setting that operates as part of a community health center providing multiple comprehensive services to the community.

Benefits:

- Medical, Vision, and Dental coverage, 4% 401k Contribution, \$50 a month HRA contribution to be used towards qualifying medical expenses, Paid Time Off (PTO) plus paid holidays.

Equal Opportunity Employer:

- North Olympic Healthcare Network is an equal opportunity employer (EOE). All applicants will receive equal consideration for employment without regard to age, race, color, national origin or ancestry, ethnicity, family or marital status, sex, genetic information, disability, creed, religion, citizenship, socio-economic status, military or veteran status, or any other characteristic protected under applicable federal, state, or local law.