**TITLE:** PRACTICE ADMINISTRATOR

**PURPOSE:** The Practice Administrator manages the day to day functions and staff of the practice. This includes but is not limited to; acting as a liaison between patients and practitioners, maximize patient scheduling and flow, monitor insurance processing, collections and AR. This position actively promotes effective and efficient operation of the practice while meeting or exceeding financial goals of the practice and/or the company. The Practice Administrator fosters favorable public relations with patients, parents, staff, dentists of the practice and all external customers.

**JOB RELATIONS:**

1. Responsible to the Director of Operations.
2. Supervises all personnel in office.
3. Inter-relationships with all staff members, dentists, patients as well as other dental & medical offices are essential.

**JOB DUTIES:**

* Manages day to day activities and staff of the practice.
* Acts as liaison and provides support to dentists and staff.
* Assures maximized collection on daily basis.
* Monitors AR on a weekly basis.
* Keeps credit balances at minimum.
* Manages workflow to assure smooth and efficient patient flow.
* Assures compliance with company policies.
* Oversees inventory control management of supplies – dental and front office.
* Ability to evaluate team members and perform employee reviews with input from the dentist(s).
* Understands disciplinary/discharge policy.
* Ensures adherence to OSHA standards for safety and infection control.
* Assures compliance with all HIPAA regulations.
* Assures appropriate documentation of any patient complaint or incident and works to resolve issues following management policies. Informs Director of Operations of such.
* Attends seminars/training that are applicable to practice and leadership development.
* Handles all staff issues, complaints and concerns in a timely and confidential manner.
* Develops team meeting agenda and runs meeting on a monthly basis.
* Provides training for clerical staff and front desk as appropriate.
* Completes required reports in timely manner; understand content and has ability to address issues.
* Motivates, communicates, and provides a positive environment in which all employees find job satisfaction.
* Communicates frequently with Director of Operations on status of all practice functions (especially financial) and issues.
* Notifies HR Director and Director of Operations of employee issues.
* Performs all duties as requested by dentist and/or corporate management.
* Assures productive, full schedules for each provider.
* Oversees appropriate entry and scheduling of treatment plans.
* Assures recall/reactivation efforts.
* Monitors unscheduled treatment and assures attempts at scheduling patient.
* Assures accurate daily deposit; make bank deposit.
* Performs payroll duties and tracks team member benefit hours.

**MINIMUM REQUIREMENTS:**

* High School diploma
* Graduation from accredited school for dental assistant or dental hygiene,
* Business courses and understanding of accounting principles.
* Five (5) years of dental office experience.
* Dental management software experience.
* Dental Insurance experience
* Human resource knowledge

**PREFERRED QUALIFICATIONS:**

* Additional professional experience
* Advanced degree

**Clerical/Office Skills:** PC, typing, filing, fax, scan and ability to perform research to resolve problems

**Communication:** Written & verbal skills required; ability to convey policies and procedures and obtain compliance.

**Equipment, Machines & Tools Used:** Computer including Microsoft Office and dental management software, Office communication system, (i.e. Amtel), Phone, Copier, Fax, scanner

**PERSONAL PROTECTIVE EQUIPMENT:**

* Gloves (occasionally needed if ill patient needs assistance in the waiting room or in clinical area)
* Hepatitis B vaccination

**WORKING ENVIRONMENT:**

Environmental Exposure:

May be exposed to infections and contagious diseases.

May be exposed to biohazards, low-level radiation.

May be exposed to housekeeping/cleaning agents/chemical.

Working Conditions:

Interactions with varied populations from child to senior adult.

Occasional pressure due to multiple calls and interruptions.

Physical stress due to lifting and bending.

Average stress level.