

Position Title: Practice Manager / Administrator
Employee Status: Exempt
Reports To: Dr. Michael Michel

Job Summary:

At Michel Dental, we strive to offer the Silver Lake and Topeka area families the highest quality dental services. Our goal is to provide patients with the right dental solutions by inviting them to become active participants in their treatment planning. We focus on oral health education so patients always understand their treatment options and can make informed decisions. We offer a wide range of dental services including preventive, restorative, and cosmetic dentistry for patients of all ages. Our comfortable practices and friendly team put patients at ease from the moment they walk through the door.

Our dentists and our team provide patients with excellent customer service in a warm comfortable and friendly environment. We treat each patient as a unique individual who has different needs, expectations, and desires.

Kindness is a direct expression of how we care for and serve our patients, treat our families and our co-workers.

We are a paperless, digital office utilizing Dentrax software. We are hiring a full-time Treatment Plan Coordinator to join our team to help provide exceptional and personalized treatment to our patients. You must possess a great energetic personality, provide great patient care skills with a genuine smile and the desire to be a team player.

The Practice Administrator works closely with the doctor and staff to assure that all the business aspects of the practice is functioning in an orderly and proficient manner.

The administrator communicates the practice philosophy through systems, problem solving and communication. As the main conduit of information between doctor and staff, the administrator strives to bring out the best in the entire staff.

Essential Duties:

- Supervises support staff to ensure maximum production and service. Conducts performance evaluations. Issues appropriate disciplinary actions and discharges staff as needed with doctor(s) assistance.
- Directs support staff recruiting efforts through application screening, interviewing, and hiring procedures.
- Coordinates continuing education events.
- Trains support staff in their respective positions.
- Prepares work schedules for staff to assure optimal production and service.



- Maintains Personnel Policy Manual, consistently administers policies and staff benefit programs as written, updates policies and distributes to staff as needed.
- Conducts new hire orientation.
- Establishes and maintains employee personnel files.
- Ensures all required employment, payroll, and benefit documentation is obtained from staff and maintained in the proper files.
- Keeps practice in compliance with health regulations and OSHA.
- Acts as a liaison between patients and staff concerning problems and complaints and attempts to resolve the matter(s).
- Educates and motivates support staff to achieve excellent customer service and patient satisfaction from services rendered by the practice staff.
- Manages business accounting activities such as payroll, accounts payable, accounts receivable, bank transactions, accounting reports, tax preparation, debt/asset management, and practice budgeting.
- Assures that the practice property is clean, professional and well kept and that all clinical and office equipment is kept in proper working order, and arranges for landscaping/gardening or other services as required.
- Assists the employer with developing a marketing program to maintain the financial welfare of the practice.
- Reviews fee structures for products and services and recommends changes to achieve financial success.
- Researches costs associated with purchasing supplies and equipment to ensure the most advantageous price is obtained.
- Complies financial reports such as cash receipts and expenditures, accounts payable and receivable, profit and loss, and other items pertinent to operation of business.
- Keeps a current record of uniform allowances and reimburses employees upon receiving receipts.
- Issues accounts payable checks, obtains employer's signature, and mails checks when they are due.
- Sends patient refund checks within 10-14 days after discovering a refund is due.
- Provides reports or other documents to the accountant, as required.
- Posts deposits at the bank daily or as needed, matches bank deposits to daily income, and keeps checkbook current.
- Creates monthly, quarterly, and annual reports on accounts, as required by the employer.
- Organizes and leads monthly staff meetings.
- Meets with Collections/Insurance Coordinator two times a month before monthly statements go out. To review progress on outstanding accounts.



Knowledge/Skills/Abilities:

- Knowledge of federal and state labor law regulations.
- Knowledge of English composition, grammar, spelling, and punctuation.
- Skilled in the use of standard office equipment including: telephones, calculators, copiers, fax, computers, and computer software (MS Excel, Word, Practice Management software).
- Ability to maintain composure and professionalism when exposed to stressful situations.
- Ability to engender trust from the doctors, co-workers, and patients.
- Ability to work cooperatively with management, staff, and patients.
- Proficient in using conflict resolution and problem-solving techniques to manage conflict, patient complaints, and other discord.
- Ability to prioritize, organize, and complete tasks in a timely and independent manner.
- Ability to accept constructive criticism.
- Ability to understand and follow written and verbal instructions, to collect data, establish facts, draw valid conclusions, and maintain confidentiality.
- Ability to communicate and express thoughts and ideas competently.
- Ability to quickly grasp relevant concepts regarding duties and responsibilities.

Education / Experience:

- 2 year degree from a college or technical school
- Minimum of six months to one year of related experience and/or training

OR

- Equivalent combination of education and experience

Physical and Environmental Requirements:

- May be required to lift up to 25 lbs.
- Active movement throughout the day: sitting, walking, standing, squatting, bending, stooping, reaching, etc. (not a sedentary position).
- Vision: close vision, depth perception, and ability to adjust focus.
- Hearing: able to satisfactorily communicate with patients, doctor, and other staff members to ensure that verbal communication is clearly understood, or a satisfactorily-equivalent method of communication.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or operate equipment.
- May be required to administer CPR.
- Occasional exposure to toxic or caustic chemicals and radiation.
- Exposure to moderate noise levels and fast-paced, high anxiety environments.
- Additional or different duties may be assigned occasionally at employer's discretion.

