

Dental Office Manager Daily Duties

This essential position is responsible for the overall management of the day to day operations of the dental office. The role critically monitors patient flow, goal attainment, staff training and daily operations of office and staff. The office manager acts as the liaison between the dentist and the employees of the office and is also required to assist with general front office duties.

OPENING DUTIES

- Conduct huddle on time and manage that time to ensure it runs like office policy.
- Review daily schedule to ensure goal will be met while looking for possible issues to address in morning huddle.
- Check in with doctor to see if there are any issues that need to be addressed or handled.
- Follow up with employees individually after huddle to confirm their issues were addressed.
- Keep running total of office production for doctor and hygienist and post on board each morning.

DAILY DUTIES

Office/Staff Management

- Manage day-to-day operations of dental office and fill in for personnel as needed.
- Ensure telephones are answered in a timely and polite manner.
- Market the practice internally and externally by helping encourage patients to proceed with dental care treatment.
- Maintain a professional attire and ensure all staff are following office policy on attire and personal hygiene
- Verify patient flow is controlled well and new patients are scheduling regularly
- Regularly perform chart audits and walk thru office audits to make sure policies are being followed and correct if needed.

Customer Service

- Always demonstrate and ensure staff offer exceptional customer service skills in a courteous, professional manner.
- Guarantee all staff are following procedures for patient privacy and practice OSHA and HIPAA compliance is met.
- Maintain a great environment for patient care and to help increase referrals.
- Monitor that any patient issues or complaints are addressed accurately and timely.

Environment

- Take ultimate responsibility for the appearance of the office.
- Oversees and maintains a safe environment for patients and staff.
- Ensure inventory and office ordering is done accurately.
- Maintain office computer equipment and handle any computer or network issues in a timely manner.
- Communicates necessary changes or updates with staff and owner.
- Establishes and ensures emergency procedures are followed.

CLOSING DUTIES

- Check daily deposits and confirm end of day reports are accurate and reported to doctor daily.
- Check in with doctor to review daily numbers and address any issues.
- See that all necessary forms for the next workday are ready before closing the office, and that all backlog paperwork is completed before closing the office on Friday.
- Verify all procedure codes, insurance and patient billing processed correctly.

WEEKLY/MONTHLY DUTIES

- Guarantee that established production and collection goals are met.
- Ensures that accounts receivable is within fixed objective.
- Monitors all performance reports, achievement of goals and reports to doctor.
- Assures staff meet deadlines on projects.
- Plans for and helps conduct staff meetings.
- Establish staff schedule, manage/process employee payroll and hours worked.
- Keep appointment scheduler in computer up to date and change all time off, vacations and holidays.
- Trains and rotates staff to ensure employees are cross trained.
- Arrange emergency back-up coverage for dentist when dentist is on vacation.
- Ensures mandatory training and certifications are updated. Keep CPR, OSHA and HIPAA training current.
- Oversees hiring, job ad placements, screening resumes and interviewing candidates.
- Update procedural manuals.