



# DENTAL OFFICE MANAGER

Dental Office Managers oversee and implement administrative procedures, establish work priorities, conduct analyses of administrative operations and co-ordinate acquisition of administrative services such as office space, supplies and security services.

This group performs all of the following duties:

- Oversee and co-ordinate office administrative procedures and review, evaluate and implement new procedures
- Establish work priorities, delegate work to office support staff, and ensure deadlines are met and procedures are followed
- Administer policies and procedures related to the release of records in processing requests under government access to information and privacy legislation
- Co-ordinate and plan for office services, such as accommodation, relocations, equipment, supplies, forms, disposal of assets, parking, maintenance and security services
- Conduct analyses and oversee administrative operations related to budgeting, contracting and project planning and management processes
- Assist in preparation of operating budget and maintain inventory and budgetary controls
- Assemble data and prepare periodic and special reports, manuals and correspondence
- May supervise records management technicians and related staff.

## QUALIFICATIONS:

- Candidates should have bachelor's degree in business, business administration, dental administration, healthcare administration, or a related field is preferred.
- Minimum 2 years' experience



# DENTAL RECEPTIONIST/TREATMENT CO-ORDINATOR

Dental Receptionists and Treatment Co-ordinators greet people arriving at the dental clinics and direct visitors to appropriate person or service. Answer and forward telephone calls, take messages, schedule appointments and perform other clerical duties.

This group performs all of the following duties:

- Provide general information in person and by telephone and maintain the front desk
- Obtain and process information required to provide dental services.
- Liaise with dental insurance companies and handle all reconciliations
- Schedule appointments using computerized systems
- Receive and record payment for services
- Prepare referral letters and scan necessary documents
- Submit predetermination to insurance companies
- Prepare weekly and monthly sales
- Order supplies and inventory
- Liaise with Dentist and discuss treatment plans with patients
- Discuss financial arrangements with patients and insurance companies

## QUALIFICATIONS:

- Dental Office Administration Diploma or Certificate from an approved College
- Minimum 1 year experience
- New grads considered



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