

Job Title:	Office Manager	Region:	Any Region
Reports To:	Regional Manager	Status:	Exempt
JOB DESCRIPTION			
The Office Manager is responsible for achieving growth and profitability of the dental office location. This includes responsibility for providing Ultimate Patient Experience to all patients, all decisions related to managing employees, day to day operations and non-clinical patient relations. ROLE AND RESPONSIBILITIES • Plan, develop and direct duties and responsibilities to front and back office staff • Develop and implement plans to promote office efficiency • Responsible for all HR-related tasks – managing staffing levels within office needs: interviewing, hiring, firing, training, performance management, and disciplinary actions • Review and assess office productivity and financial performance • Manage daily schedules for Doctors by ensuring productivity, over the counter collections, account receivables, and expenses • Manage supply and lab costs to manage spend within monthly • Manage day-to-day operations; analyze information and reports to identify trends, create business improvement plans, coordinate with Regional Managers to troubleshoot operational inefficiencies and implement needed corrections • Create a collaborative environment, build and lead a team that promotes professional work environment and enhances company culture • Be flexible and willing to support neighboring offices with staff and other resources, travel to other company locations for periodic training and meetings • Recruiting, interviewing, hiring and retaining employees. • Distributing workload appropriately according to required skills and needed competence while setting high standards of performance and accountability for results. • Active teaching, listening, mentoring, and continuous coaching of others. • Building team work, motivating and inspiring integrity, trust and confidence in staff. • Active management of staff to establish clear directions, priorities, and set stretching objectives and goals. • Reward and discipline employees; address and resolve conflicts and difficult problems with timely intervention, collaboration, leadership and with effective solutions. • Provide staff with necessary and needed tools and support to successfully meet goals. • Creates an environment where people are motivated to do their best. • All other responsibilities as deemed necessary by the immediate supervisor			

QUALIFICATIONS AND EDUCATION REQUIREMENTS

People Skills

- Ability to motivate others and build effective teams.
- Is able to inspire integrity and trust.
- Is approachable and comfortable with diverse groups of people.
- Is an active listener.
- Has the ability to supervise and work with/for multiple employees.
- Is dedicated to meeting the expectations and requirements of internal and external customers.
- Believes and acts to support equal and fair treatment and opportunity for all.
- Is able and willing to take directions, draw conclusions, set actions in place to accomplish results.

Strategic & Operating Skills

- Possesses strong knowledge of the business and is resourceful by nature.
- Is knowledgeable of the industry, practices, trends, technology and competition.
- Has the ability to solve difficult problems with effective solutions
- Accurately analyzes situations, can effectively cope with change, comfortably handle risk and uncertainty, and has timely decision making skills.
- Confident in presenting financial treatment plans with high rate of success.
- Adept at figuring out the processes necessary to get things done
- Knows how to organize people and activities, knows what to measure and how to measure it.
- Is action-oriented.
- Can simplify complex processes and gets more out of fewer resources.

Preferred Education & Experience

- Associate Degree (A.A.) or Bachelor's degree
- 3 - 5 years related dental office supervisory experience and/or training
- Experience leading a team, mentoring and coaching others
- Equivalent combination of education and leadership, management, and/or experience.

Required Skills

- Knowledge of dental treatments, terminology and insurance plans
- Experience with practice management software
- Able to read, write, and speak English.
- Able to use Microsoft Excel, Word, Outlook, and web browsers.
- Able to calculate figures and amounts such as discounts, interest, commissions, and percentages
- Has the ability to apply basic accounting principles.



- Possesses the ability to work with mathematical concepts such as probability and statistical inference, and apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Bilingual English/Spanish as needed

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