



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
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Job Title:	Office Manager - Dental	Open Date:	November 28, 2022
SLT Program:	Spirit Lake Health Center	Close Date:	December 12, 2022

Position Objective: This position is responsible for participating in the custodial care of Spirit Lake Health Center (SLHC) buildings. The Dental Office Manager is responsible for overseeing the administrative operation of a dental clinic to give patients a good experience and setting standards for clinic employees. Their duties include helping patients at the front desk, setting office budgets, and leading a team of office staff to promote a well-organized and efficient practice. The responsibilities of a Dental Office Manager include administrative, financial, marketing, management, and customer service duties. Responsible for administering the day-to-day administrative activities of the dental office, including: patient and employee relations; management of finances; ensuring regulatory compliance; and management of staff including staff training and motivation. Assist the dental director with other tasks as assigned. Work is performed and duties are carried out in accordance with established policies, procedures, and SLHC core values.

Job Responsibilities:

- Maintains system for Dental program materials, including maintaining adequate supply of required forms/documents, regulation interagency forms, resource files, and other information suitable for client use.
- Monitors and prepares requisitions for supplies as needed.
- Creates monthly, quarterly, and annually reports for the Dental Program from information received from staff, memoranda, social summaries, patient records budget, dental assistant status, and referrals; provides other reports in accordance with established schedule and format as requested.
- Answers telephone and greets visitors and refers to other programs as appropriate; provides information and assistance; resolves problems; prioritizes questions and concerns for supervisor's attention.
- Know and follow dental office contingency plan.
- Participates on performance improvement teams and other committees as assigned.
- Keeps work areas neat and orderly and communication platforms current.
- Creates, composes, edits, produces and/or distributes varied correspondence, reports, meeting minutes, advertisements, mailings, notices, and other materials; obtains, organizes, and plans suitable presentation of content; reviews work for format consistency, grammatical construction and typographical accuracy; presents finished materials for review, or distribution.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPPA) and Privacy Act of 1974.
- Staff management
 - Manage and direct staff assignments and activities, in accordance with clinic policies and applicable laws
 - Manage compliance with OSHA, state and federal regulations

- Assign, direct and manage staff duties, as assigned by the dental director
- Recruit and interview employees as directed by the dental director
- Orient and train new staff
- Organize staff trainings
- Organize and manage travel plans
- Coordinate team meetings
- Monitor staff performance
- Manage dental staff records and provides administrative support as directed.
- Serves as back up for Patient Registration and other dental clinic position as directed.
- Patient Management
 - Works with PIC (Performance Improvement Coordinator) to address patient complaints and recommend improvements
 - Provides information regarding assisting agencies when necessary.
 - Help explain office policy to patients
 - Monitor patient relations with regular patient satisfaction surveys
 - Document all encounters and work activities on findings/maintaining alternate resources.
 - Establishes and maintains patient records; ensures documentation is accurate and complete for each patient.
- Records and State and Federal Regulations Management
 - Help implement compliance with state and federal regulations
 - Maintain updated personnel records
 - Develop, update, and maintain dental policies and procedures with dental director
 - Assists with implementation of policies and procedures.
 - Stay current with trends, legislation, and regulations in the dental profession
- Finances
 - Responsible for submitting payment to vendors
 - Maintain and manage dental budget and expenditures

Knowledge required at a level appropriate for this position:

- Knowledge of HIPPA and the Privacy Act of 1974.
- Knowledge of department's policies and procedures.
- Knowledge of billing requirements and functions.
- Knowledge of financial regulations and ability to initiate and maintain eligibility for alternate resources
- Knowledge of computers and job-related software programs and office equipment.

- Skill in the maintenance of files and records.
- Ability to organize and multiple demands of the job.

Supervisory Controls

The supervisor assigns work in terms of very general instructions. The Supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

Guidelines

Guidelines include SLHC policies and procedures. These guidelines are generally clear and specific, and deviations much be authorized by the supervisor.

Complexity/Scope of Work

The work consists of related specialized, administrative, and technical duties. The purpose of this position is to provide administrative support to the assigned area.

Contacts

Contacts are typically with patients, other employees, local and state agencies, Medicare and Medicaid representatives, third-party payer representatives, and the general public.

Physical Demand / Work Environment

The work is typically performed standing or sitting. The work is typically performed in a clinic setting which requires normal safety precaution for infection control and environmental safety measures. The work environment is usually noisy.

While performing the duties of this job, the employee is regularly required to stand and sit, talk, and hear. Requires working with fingers rather than the whole hand or arm. Constantly requires repetitive movement of the wrists, hands and/or fingers. The employee is frequently required to reach with hands and arms. The employee is occasionally required to walk and stoop, kneel, crouch, or climb. The employee must regularly lift and /or move light objects, and occasional lift heavier objects. Specific vision abilities required by this job include color vision.

Supervisory and Management Responsibility

Supervisory position overseeing dental support staff including, medical support assistant, dental assistants and adjunct staff.

Minimum Qualifications

- High school diploma or equivalent, and specialized training in the field of work including college courses, certificate program, apprenticeship, etc.
- One (1) year of experience in the occupational field, sufficient to understand the major duties of the position.
- Current BLS certification.
- Must successfully pass a criminal and background check and a pre-employment drug screen.

Job Location:	Spirit Lake Health Center	Company Industry:	Spirit Lake Health Center
Job Role:	Office Manager		
Employment Status:	Full- time	Supervision	Dental Director
Salary Range:	DOQ	Manages Others:	yes

Number of Vacancies:	1	Other:	
More detailed job description can be picked up in the Human Resource Department for this opening.			
Please Send Application to:			
Name:	Spirit Lake Tribe Human Resource Department	Email:	katerid@spiritlakenation.com or normar@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten	Zip/Postal Code:	58335
Phone:	701-381-0204 or 701-381-0361	Fax:	701-766-1272
Application Procedure	Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing.		