

**THE COUNTY OF SOLANO
CLASS DESCRIPTION, 1999**

DENTAL OFFICE SUPERVISOR

DEFINITION

Under general direction, plans, organizes and supervises the activities in the dental office, including clerical and technical staff. Performs more difficult and complex assignments to assure that workflow and delivery of services are accomplished within the established schedule; serves as a member of the department's supervisory/management team; may provide direct dental assistance; performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This class is characterized by the responsibility to supervise and coordinate the work of office staff engaged in providing dental assisting and clerical support in the dental support services. This position is distinguished from the Lead Dental Assistant position in that the latter is involved in providing direct dental assisting services to clients in support of the dental clinic, and performing lead duties.

EXAMPLES OF DUTIES

Depending on assignment duties may include, but are not limited to, the following:

1. Supervises the office staff; assigns and monitors work on a daily basis; adjusts assignments to respond to workflow and demand for services.
2. Plans and organizes office operations by reviewing procedures, practices and work methods to increase effectiveness and efficiency of operations; coordinates the flow of work performed to assure that workload is properly distributed to meet required deadlines.
3. Participates in the employee selection process; establishes measurable performance standards; evaluates the work of subordinate employees against standards; provides feedback to employees on their performance; provides coaching and training as appropriate.

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4. Supervises and coordinates requests for purchasing and supplies needed in the dental clinic and business office; reviews the dental services unit's budget with the dentist manager on a periodic basis; assures all equipment is operational and maintained according to standards; implements all safety and compliance requirements established by the state; initiates and/or reviews requests for purchases of new inventory and equipment; facilitates the acquisition and receipt of equipment needed in the office.
5. Supervises the reconciliation, balancing and integrity of the cash drawer; supervises and provides for implementation of the clinic's established quality assurance program for dental treatment records; supervises the investigation and timely resolution of dental insurance claims and patient's account discrepancies to include the review of insurance claims submitted through the Child Health and Disability Prevention (CHDP) Program for Solano County; assures the accuracy and timely dissemination of insurance and claims information to patients.
6. Plans, organizes, supervises and provides for the appropriate level of dental assistant services in the Primary Care Dental Clinic; supervises the work of personnel engaged in providing direct dental services to the target population and program support staff; reviews work and provides technical assistance in complex and/or difficult situations; interprets and explains program policies and regulations to staff and the general public as appropriate; coordinates with various county departments in determination of dental policy and procedures.
7. Takes, develops and mounts dental x-rays; mixes and maintains supplies of developing and sterilizing solutions.
8. Presents information on dental health, dental clinic operations and other topics to the general public, public agencies, and other staff; prepares patients for treatment and examination; answers routine questions related to impending procedures or preventive dentistry techniques; develops and maintains liaison with community resources and other health care agencies.
9. Assists a Dentist or Dental Hygienist in such chair-side functions as applications of topical agents, removal of dental dressings and sutures, placement and removal of orthodontic separators; assists in administration of sedation.
10. Interfaces/interacts with health and welfare service personnel and other County administrative personnel regarding routine matters that relate to the dental clinic operations.

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QUALIFICATION GUIDELINES

EDUCATION AND/OR EXPERIENCE

Completion of a recognized course on dental assistance; supplemented by three (3) years of full-time work experience as a dental assistant, including eighteen (18) months experience in a lead capacity that demonstrates possession of and competency in the requisite knowledge and abilities.

KNOWLEDGE/ABILITIES

Considerable knowledge of dental assisting and dental terminology; charting techniques, symbology, treatment planning, and schedule sequencing; clinic operational procedures; principles and methods of sterilization of dental equipment, instruments, and supplies; uses of common dental instruments, equipment and material; dental hygiene and prophylaxis; dental x-ray techniques; mission and goals of public health function to which assigned; preventive dental care techniques; standard office methods, practices and procedures; office equipment operation; public contact techniques; record maintenance systems; rules and regulations associated with the operation of a public agency dental clinic.

Knowledge of dental clinic operations procedures and practices; dental billing procedures and practices; dental purchasing and inventory control procedures; basic concepts and programs used in office automation; dental insurance procedures, forms, and codes; systems for establishing dental office records and files.

Ability to interview clients to obtain dental health histories, and needs for services and attitudes toward dental treatment; communicate both orally and in writing with people of diverse socio-economic backgrounds and temperaments; establish and maintain cooperative relationships; demonstrate tact and diplomacy; develop and collect data to establish/identify needs and evaluate program effectiveness; refer clients to providers of health and social services; deal firmly and fairly with diverse cultures and socio-economic groups; maintain confidentiality of information in clinical environment; and write letters and basic reports; plan, organize and supervise activities in dental office; secure cooperation and teamwork among staff; organize and prioritize work assignments; determine and evaluate levels of achievement and performance.

SPECIAL REQUIREMENTS

Incumbents in the class are required to take x-rays and must be certified, prior to appointment by the State of California Board of Dental Examiners, Department of Consumer Affairs to operate oral x-ray equipment.

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Position may require CPR Certification.

Positions may require Registered Dental Assistant (RDA) certificate from the Board of Dental Examiners, State of California.

SUPPLEMENTAL INFORMATION

Incumbents must be able to work in an environment, which may risk exposure to communicable diseases, chemical odors and bodily fluids. Incumbents may be exposed to and required to work with chemicals.

Positions allocated to this class may require bilingual skills.

Selectees, as a condition of employment, must sign a statement agreeing to comply with section 11166 of the California Penal Code relating to child abuse reporting.

Positions allocated to this class may require bilingual skills.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require visual, sound, depth, and odor perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks may risk exposure to strong odors, toxic/poisonous agents, disease/pathogens, and electric currents.

Human Resources Director

Date

Solano County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Solano County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.