



Job Description

Job Title:	Clinic Manager	Prepared by:	Dean, CDM
Unit:	College of Dental Medicine (CDM)	Reviewed By:	Director of HR
Reports To:	CDM Dean/AEODO-MBA Program Director	Approved By:	Dean, CDM
FLSA Status:	Non-Exempt	Date:	June 1, 2009

Summary

Under general supervision, coordinates, oversees, and/or performs a wide variety of administrative and program support activities for the College of Dental Medicine clinic and for related, centralized activities. Serves as primary point of operational and administrative contact for internal and external constituencies, related to clinic activities. Supervises clinic staff and coordinates and activities including, but not limited to scheduling, accounts receivable, accounts payable, inventory, practice management, imaging and clinical software and clinical staffing. This individual will work closely with the academic administrative assistant and report directly to the Dean of the College of Dental Medicine and/or Program Director. May serve on a variety of committees.

Responsibilities

1. Supervises clinic staff and provides administrative support for the clinic at the College of Dental Medicine and associated activities, to include managing the scheduling, accounts receivable, accounts payable, inventory, practice management, imaging and clinical software and staffing, and dealing with clinical administrative problems and inquiries as appropriate.
2. Serves as a primary point of direct contact and liaison with other offices, University units, individuals, and external institutions and agencies on a range of specified issues.
3. Utilizes knowledge and understanding of underlying operational issues to assist in clinical administrative problem solving.
4. Organizes and facilitates meetings and special events; schedules and coordinates dates and times, venues, attendance, agendas, and facilities; takes minutes, and provides administrative support and follow-up on matters arising from meetings.
5. Gathers, enters, and/or updates data to maintain clinic records and databases in an efficient, organized and confidential manner; establishes and maintains files and records for the clinic. This will include, but is not limited to, files and records for all College clinical activities, faculty, staff, residents and interns.
6. Creates, composes, and edits technical and/or clinical administrative correspondence and documentation; screens and evaluates incoming and outgoing correspondence and prepares responses as appropriate.
7. Assists in the coordination, supervision, and completion of special clinic projects as appropriate.
8. Enhances professional growth and development through participation in educational programs, current literature, in-service meetings, and workshops.
9. Organizes, stocks and orders clinic supplies for the College as needed
10. Operates standard clinic equipment.
11. Performs miscellaneous job-related duties as assigned.
12. Organizes and facilitates clinical conferences and other special events, such as continuing education courses, in a structured and presentable manner (this will include all host-related activities such as ordering food and possible supplies for the event, as needed).
13. Organizes and assists in planning of College clinic-related events.
14. Meet with prospective faculty, residents, interns and sales representatives regarding clinic related activities.
15. Assist with all functions of the clinic administration and patient recruiting effort for the College, specifically:
 - a. Prepare and mail correspondence
 - b. Assist in updates, innovations, and maintenance of the patient web site
 - c. Complete extensive follow up work, i.e. phoning, letter writing and emailing to prospective patients
 - d. Work with the administrative assistant to schedule interview dates for prospective students/residents with the Admissions Committee
16. Assist other College and/or University staff as needed.
17. Coordinates the day-to-day clinical operations and works with faculty, residents, interns and staff to establish and continually update clinical policies and procedures.
18. Resolves scheduling conflicts and maintains clinic patient flow.

19. Conducts patient interviews regarding fees, accounts receivable and insurance information, and is responsible to take measures to resolve issues.
20. Intervenes, as necessary, on issues relating to patient complaints, health care provider's concerns and operational issues and takes measures to correct situations or ensures appropriate individuals are involved.
21. Prepares and maintains clinic statistics and reports using database or spreadsheet software. Develops reports for tracking referral patterns, data regarding faculty availability, appointment waiting times and missed appointments.
22. Monitor clinic compliance with quality assurance, HIPPA and OSHA guidelines and makes arrangement for implementation.
23. Ensures that clinic equipment is maintained in adequate working order and schedules appropriate maintenance.
24. Monitors monthly statements for clinic budgets and prepares documents required to maintain balanced accounts for review and approval by the Dean and/or Program Director.

Skills

1. Bachelor's Degree Required
2. Working knowledge and experience in clinical dentistry. Some orthodontic experience is preferred.
3. Working knowledge and experience with dental practice management software.
4. Must type 45 WPM.
5. Working knowledge and experience using Microsoft Office software.
6. Excellent written and oral skills.
7. Outstanding Organizational Skills.
8. Pleasant and professional customer service skills.

Work Conditions

1. Work is primarily indoors, but requires the incumbent to be in an outdoor environment when traveling between Henderson campus buildings, off campus, and to USN campuses and facilities located outside Henderson, NV.
2. Standard office hours are 8:00 a.m. to 5:00 p.m.
3. Performing duties and attending events during the evening and on the weekend occurs occasionally and may be required.
4. Traveling off-campus to a local, state, regional and/or national event, as well as travel to other USN campuses or facilities (e.g. South Jordan, Utah) occurs occasionally and may be required.
5. Incumbent may be exposed to frequent noise caused by telephones, office machines, and nearby oral communications among University personnel and/or students/residents.

Required Physical Abilities

1. Ability to bend, stoop, reach, stand, move from one area of the building to another on a regular basis, sit and use a computer for a long period of time,
2. Manual and physical dexterity needed to operate a computer keyboard and handle paper documents.
3. Sufficient near vision acuity to read information appearing on computer display screen, in hand-written forms, and printed on paper,
4. Adequate hearing and verbal abilities to communicate effectively in person and by telephone.
5. Ability to lift and carry a stack of forms and documents weighing up to 15 pounds.

I have read the above position description and have received a copy.

Employee Signature

Date