

Office Manager

Role Expectations

POSITION OVERVIEW

The Office Manager is responsible for the day-to-day operational and administrative functions of the dental practice. This role leads the entire non-clinical and dental assistant team, oversees front desk operations, patient experience, billing coordination, and compliance. The Office Manager reports directly to the practice owner and serves as the primary point of contact for the team, patients, and vendors. This role requires a thorough understanding of the practice's goals and the doctor's operational vision, and the ability to execute that vision consistently across all areas of the practice. The Office Manager sets the tone for team culture, performance, and the overall patient experience.

KEY RESPONSIBILITIES

- Develop a thorough understanding of the practice, the doctor's vision, operational goals, and the standards expected of every team member.
- Maintain open and proactive communication with the practice owner, including regular updates on practice performance, team issues, and operational concerns.
- Oversee daily front desk operations including patient scheduling, check-in, check-out, and all incoming and outgoing communications.
- Ensure all phone calls, emails, and mail are handled correctly and promptly. Anything requiring the doctor's or owner's attention must be escalated immediately.
- Manage, mentor, and lead the entire team including front office personnel and dental assistants.
- Set and maintain a positive team culture where all members are engaged, professional, and aligned with the practice's values.
- Oversee onboarding and training for all new team members to ensure consistency in procedures and patient experience.
- Arrange and lead regular team meetings to communicate updates, address concerns, and keep the team aligned.
- Ensure all team members take required breaks and lunch periods, and maintain accurate time records for all personnel.
- Conduct regular performance evaluations for all team members and report findings to the practice owner.
- Address team disputes and resolve conflicts fairly and promptly, escalating to the practice owner when necessary.
- Have the authority to issue written warnings or initiate termination of employment when conduct or performance warrants it, in accordance with practice policy.
- Protect and manage the doctor's schedule. Ensure the schedule is productive at all times and that any gaps are identified and filled promptly.

- Oversee the new patient experience to ensure every first visit sets the right tone, creates a strong first impression, and supports long-term patient retention.
- Coordinate with the clinical team daily to ensure smooth patient flow, minimize delays, and resolve scheduling conflicts.
- Manage patient recall and reactivation to ensure inactive patients are contacted regularly and brought back into active care.
- Resolve patient complaints professionally and with a focus on retention, and report all significant complaints to the practice owner.
- Monitor and actively manage the practice's reputation, including encouraging satisfied patients to leave online reviews and ensuring negative feedback is addressed promptly and appropriately.
- Coordinate with the billing team to ensure timely claims submission, insurance follow-up, and accounts receivable management.
- Monitor key performance indicators including production, collections, scheduling efficiency, and patient retention, and take corrective action when targets are not met.
- Complete end of day reports and handle money reconciliation accurately and consistently.
- Prepare and present monthly practice reports to the practice owner, including a clear summary of performance against goals.
- Manage vendor relationships and coordinate supply orders to maintain appropriate inventory levels.
- Ensure all equipment is in proper working order. Any need for repair or maintenance must be addressed promptly and reported to the practice owner.
- Maintain the office policy manual and ensure all procedures are followed consistently by every team member.
- Maintain full compliance with HIPAA, OSHA, infection control requirements, and all applicable regulatory and licensing standards. Ensure all practice permits and certifications are current.
- Own the practice's emergency and after-hours protocols. Ensure the team is trained on procedures, urgent patient calls are handled correctly, and the appropriate person is notified when after-hours situations arise.

PROFESSIONALISM STANDARDS

- Arrive on time and prepared, setting the standard expected of every team member.
- Maintain professional appearance consistent with the practice dress code policy.
- Communicate with team members, providers, patients, and vendors in a respectful and constructive manner at all times.
- Handle difficult conversations, whether with team members or patients, with composure and fairness.
- Maintain strict confidentiality of all patient and team member information in accordance with HIPAA regulations and practice privacy policies.
- Represent the practice's values and the doctor's standards in every interaction, internal and external.