



Elbowoods Memorial Health Center

1058 College Drive
New Town, ND 58763-4400
(701) 627-4750
Fax: (701) 627-2809

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: Dental Office Manager
REPORTS TO: Chief Dental Officer
SALARY: \$24.00-34.00
CLASSIFICATION: Non-Management Regular, Full-time
TELEWORK ELIGIBLE: No
DUTY STATION: Elbowoods Memorial Health Center
Dental Clinic – New Town, ND

POSITION SUMMARY:

Position serves primarily as Office Manager at the Dental Clinic as part of the Elbowoods Memorial Health Center.

ESSENTIAL DUTIES:

- Maintaining and ordering office and dental supplies as requested by attending dental staff.
- Organize and add detailed information to the personal calendar of dentists and other members of the dental staff.
- Provide month end dental patient flow reports from the Dentrix Software Program.
- Make copies and fax paperwork to other dental offices upon receiving an official request for records.
- Have exceptional knowledge of medical and dental terminology and processes.
- Strong written and communication skills when speaking with patients and physicians.
- Work collaboratively with the Patient Services employee in working effectively in the Dentrix Enterprise, Vista and Moonwalk Software and ensure that all files are updated accurately and timely.
- Maintain a professional level of patient privacy in accordance with HIPAA procedures.
- Time Keeper for dental staff.
- Preparation of timesheets for Dental staff in accordance to the deadline set by MHA Payroll.
- Contact EMHC IT when experiencing computer or software errors with Dexis, Dentrix, Vista and Moonwalk as needed.

- Works with servicing companies to schedule repairs as needed for clinic equipment.
- Participates in weekly meetings.
- Daily supply and mail pickups from the main clinic.
- In collaboration with Patient Services and the EMHC Compliance Officer, create new templates in Dentrix Software as required.
- While Chief Dental Officer is away the office manager will attend med-staff and department heads meetings in CDO's place as proxy.
- In the event that there is no Patient Services in office, the Dental Office Manager is in charge of patient intake which includes:
 - a. Greet new and existing patients upon their arrival for appointments or procedures.
 - b. Scheduling patient appointments, both new and follow-up.
- In collaboration with the Patient Services employee, organize and maintain patient files and records.
- Coordinate with patients and assistants to schedule required x-rays or dental imagery.
- Represents EMHC in a highly professional matter;
- Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
- Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
- Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
- Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
- Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center; and
- Attend training as required.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- There are no supervisory requirements for this position.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Must have a High School Diploma or GED **REQUIRED**;
- Associated Degree in Office Management is **PREFERRED**;
- Must have 3-5 years' experience as an administrative assistant or equivalent experience **REQUIRED**, experience in the Dental field **PREFERRED**;
- Computer knowledge and proficiency, **REQUIRED**;
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;

- Computer literate and basic proficiency with Microsoft Office and other database software. ie. RPMS/HER/Dentrix;
- Knowledge of principles and practices of the organization;
- Operate standard office equipment;
- Familiarity with MHA Nation culture, values, and traditions;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Must have a valid driver's license and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle;
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Work is performed in an office/clinic environment with varying conditions of noise level, temperature, and illumination.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish organizational goals.
- Telework is a privilege not a right. Management can revoke the telework option at any time which will require the work to be performed onsite.
- Telework travel reimbursement is reviewed on a case-by-case basis only.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job:
 - the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear.
 - The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
 - The employee must regularly lift and/or move up to 50 pounds.
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
 - Must be alert, oriented, ability to perform with accuracy and be self-conscious of surroundings at all times.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice.

Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested persons must submit the following information:

Job Application (found on MHA Website)

Questionnaire for Child Care Designated Positions (found on MHA Website)

Copies of:

- ✓ Diplomas/Certificates and Transcripts
- ✓ 2 Forms of ID: (1 Driver License and/or State Issued ID) and 1 Other
- ✓ Indian or Veteran Preference documents (If applicable);
- ✓ Must submit a Child Care Questionnaire as per Indian Child Protection and Family Violence Act P.L. 101-630

Submit all necessary information to the following addresses:

Three Affiliated Tribes/MHA Nation
Human Resource Department
404 Frontage Road
New Town, ND 58763
Ph# 701-627-4781
Fax# 701-627-2960