



**Three Affiliated Tribes
Elbowoods Memorial Health Center**

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

DENTAL OFFICE MANAGER

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Business Office Director	FLSA STATUS: FT-Regular
DEPARTMENT: EMHC Business Office	LOCATION: 1251 Elbowoods Loop
SALARY: \$27.65 - \$31.00	OPENING DATE:
CLASSIFICATION: Non-Exempt	CLOSING DATE:

POSITION SUMMARY:

As the Dental Office Manager, will be under the direct supervision of the Business Office Manager. This position will be located at the Elbowoods Memorial Health Center (EMHC) Dental Clinic located at the EMHC Clinic in New Town, ND. The Dental Office Manager will be required to work with both the Chief Dental Officer and Business Office Manager and be responsible for all activities related to office management, patients, insurances and billing for the Dental Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Office Management Duties:
 - a. Maintaining and ordering office and appropriate supplies as requested by attending dental staff;
 - b. Organize and add detailed information to the personal calendar of dental and other members of the dental staff;
 - c. Provide month end dental patient flow reports from the Dentrix Software Program;
 - d. Make copies and fax paperwork to other dental offices upon receiving an official request for records;
 - e. Have exceptional knowledge of medical and dental terminology and processes;
 - f. Strong written and communication skills when speaking with patients and physicians;
 - g. Work collaboratively with the Patient Services Department employees in working effectively in the RPMS, Vista and Moonwalk Software and ensure that all patients and records are updated, organized and maintained appropriately, accurately and timely;
 - h. In the event that there is no Patient Services in office, the Dental Business Office Coordinator is in charge of patient intake which includes:
 - i. Greet new and existing patients upon their arrival for appointments or procedures;
 - j. Scheduling patient appointments, both new and follow-up;



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- k. Be WFG Timekeeper for dental staff and preparation of timesheets for dental staff in accordance to the deadline set by MHA Payroll;
 - l. Contact EMHC IT when experiencing computer or software errors with RPMS, Vista and Moonwalk as needed;
 - m. Works with servicing companies to schedule repairs as needed for clinic equipment;
 - n. Participates in weekly meetings;
 - o. Daily supply and mail pickups from the main clinic;
 - p. In collaboration with Patient Services, EMHC Compliance Officer and the IT Department, create new templates in Dentrix Software as required;
 - q. While Chief Dental Officer is away the Dental Business Office Coordinator will attend med-staff and department heads meetings in the Chief Dental Officer's place as proxy;
 - r. Create and Maintain Internal Policy and Procedures;
 - s. Provide Training to dental staff for Department Process;
 - t. Aide with the hiring of new employees;
- 2. Business Office Duties:**
- a. Make sure all insurance documents and plans are active and up to date and set up office to accept all pertinent dental insurances;
 - b. Scanning and uploading of documents to the EHR, to include insurance cards, insurance eligibility and benefits, payment information, receipts, and order forms;
 - c. Prepare and complete the money order and check deposits;
 - d. Prepare all documents needed for the Business Office to post of payments, to include but not limited to Order Forms, Insurance Eligibility and Benefit details;
 - e. Payment Receipts and the copy of the payment (money order/checks);
 - f. Maintain a professional level of patient privacy in accordance with HIPAA procedures;
- 3. Represents EMHC in a highly professional matter;**
- 4. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;**
- 5. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;**
- 6. 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;**
- 7. Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;**



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8. Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center;
9. Attend training and maintain certifications as required; and
10. Other duties as assigned.

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

SUPERVISORY REQUIREMENTS:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical** – The individual synthesizes complex or diverse information;
- **Problem solving** – The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
- **Verbal/written communication** – The individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings;
- **Delegation** – The individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegation activities;
- **Management skills** – The individual includes staff in planning, decision-making, facilitating and process improvement; makes self-available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth;
- **Quality management** – The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness;
- **Judgment** – The individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions;
- **Planning/Organizing** – The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans;
- **Safety and Security** – The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation and Elbowoods Memorial Health Center policy and procedures of personnel administration;
- Knowledge of sound techniques in all aspects of personnel management;
- Knowledge of the organizations and operations of administrative programs.

Abilities

- Ability to develop long-term plans and programs and to evaluate work accomplishments;
- Ability to apply and adapt practices and techniques to the special requirements of senior management;



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- Ability to establish and maintain effective relationships with other management staff, employees, and the public;
- Ability to present facts and recommendations effectively in oral and written form;
- Ability to be punctual, reliable, dependable and able to maintain confidentiality.

MINIMUM QUALIFICATIONS AND EDUCATION:

- Associate's degree in office management or in a related field; **REQUIRED**
- Three (3) years as an administrative assistant or equivalent experience; **REQUIRED**
- Experience in the Dental field or Medical Business Office; **PREFERRED**
- Familiarity with MHA Nation culture, values, and traditions;
- Valid Driver's License and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle; **REQUIRED**
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 1:00 p.m. to 5:00 p.m. CST;
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job;
 - Work is performed in an office 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, if required;
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions;
 - The individual is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear;
 - The individual is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl;
 - The individual must regularly lift and/or move up to 50 pounds;



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- 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 always be self-conscious of surroundings.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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 individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to ABR_MNTEMHCrecruitment@ihs.gov & Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____