UNIVERSITY OF SOUTHERN CALIFORNIA

Dental Assistant Supervisor
Job Code: 191013

Grade: H
OT Eligible: No
Comp Approval: 9/24/2004

JOB SUMMARY:
Supervises dental assistant employees providing chair-side assisting services during dental treatment procedures to faculty, doctoral dental students, and post doctoral students in a teaching clinic. Acts as an office manager for dental assistants. Supervises other dental assistants and may perform standard dental assisting activities.

JOB ACCOUNTABILITIES:

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Task Description</th>
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<tbody>
<tr>
<td>E</td>
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<td>Supervises clinical dental assisting employees and/or student workers. Assists in recruitment, screening, hiring, orientation and training of clinical staff. Evaluates employee performance and provides guidance and feedback. Administers salary increases and/or promotions. Counsels or disciplines supervised employees, as required. Recommends stronger disciplinary action or terminates employees, if so assigned.</td>
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<td>Coordinates clinical staff work hours and assigns work tasks. Maintains attendance records. Provides necessary work/scheduling reports as required.</td>
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<td>Coordinates implementation of department policies and procedures. Develops forms, flowcharts, systems requirements, etc., to facilitate implementation.</td>
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<td>Resolves patients' complaints, issues and concerns, or refers patient to the appropriate resource in the School of Dentistry.</td>
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<td>Controls equipment and supplies inventory. Recommends purchase, locates, negotiates prices, and orders supplies for the clinic. Maintains vendor contacts and backup purchase documentation files for reference or reporting, as needed.</td>
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<td>Researches, gathers, organizes and summarizes data for department reports, as requested. Analyzes data for trends or conclusions and presents results and recommendations to supervisor.</td>
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<td>Assists in budget development by gathering, analyzing and reporting data. Provides projections and recommendations, as requested. Monitors assigned budget lines and reports variances.</td>
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<td>Verifies and coordinates the collection of fees from patients prior to the start of treatment(s). Verifies and coordinates the collection of dental insurance information and ensures it is properly documented.</td>
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<td>Audits and performs quality control procedures to ensure that receipts for daily procedures are posted accurately to the financial ledger. Performs refund transaction and any other required financial paperwork for processing.</td>
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<td>Ensures compliance with all University and state policies and procedures, including HIPPA.</td>
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<td>Maintains and controls access to patient information filing systems. Ensures the confidentiality and accuracy of data.</td>
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<td>Assists in developing predoctoral and postdoctoral coursework.</td>
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Assists department in a variety of clinic duties, as needed, which may include performing: four-handed dentistry, radiographs, mixing of appropriate medicaments, preparing operatories, seating patients, sterilizing instruments, and/or any other standard clinic procedures.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential</th>
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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- High School or equivalent
- Specialized/Technical Training

**Minimum Experience:**
- 3 Years

**Minimum Field of Expertise:**
- Registered Dental Assistant in the state of California. Must have current California Radiology License, and current BLS certificate. Demonstrated strong communication skills and the ability to work collaboratively in a diverse environment.

**Preferred Education:**
- Associate's Degree
- Specialized/Technical Training

**Preferred Experience:**
- 5 Years

**Skills:** Other:
- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conflict resolution
- Counseling
- Interviewing
Knowledge of applicable laws/policies/principles/etc.
Organization
Planning
Problem identification and resolution
Research
Scheduling
Staff development
Supervisory Skills
Teaching/Training

Skills: Machine:
- Adding Machine
- Computer Network (Department or School)
- Computer Peripheral Equipment
- Fax
- Personal Computer
- Photocopier

Skills: Specialized Equipment:
- Dental instruments
- X-Ray machine

Supervises: Level:
- Supervises employees and student workers

Supervises: Nature of Work:
- Technical

Comments:
- Must obtain HIPPA Certificate within the first 2 months of hire.

SIGNATURES:

Employee: _______________________________ Date: _______________________________

Supervisor: _______________________________ Date: _______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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