



### Position Description

**Position Title:** Dental Assistant  
**Department:** Dental  
**Reports To:** Dental Office Director  
**Status:** Non-Exempt

#### Summary

The individual is responsible for providing friendly, professional, quality assistance to patients in delivery of dental care while assisting dentists in providing primary dental services.

#### Duties & Responsibilities

- Follow established protocols in performing polishing, patient education and fluoride treatments
- Explain procedures to patients and help them feel comfortable and reassured about services they are receiving
- Assist dentist and/or hygienist with chair side assisting
- Works closely with the dentist to assure patients are prepared for dental services and the knowledge to arrange insurance and financial agreements with patients
- Give instructions to patients on proper dental care, post-surgical needs, etc.
- Take diagnostic digital radiographs
- Scrub and sterilize instruments, disinfect patient chairs and carts daily
- Responsibility to know the ordering process the ordering team has in place and maintain adequate inventory of dental supplies
- Maintain dental equipment according to established procedures and schedules
- Track laboratory work for patients and have it ready for patient care
- Assuring outside lab invoices are returned with appliances and the invoice is sent to accounts payable
- Complete forms and checklists, follow written and verbal instructions, stand for extended periods of time, handle cleaning solutions safely
- Ability to make alginate impressions: pour, trim, and polish stone models and make custom trays
- Knowledge of dental terminology and the ability to accurately chart in the electronic record
- Responsible to assure prior authorizations are completed and approved for patient care needs
- Following duties routinely: time card punches and approval, emails, mailbox, and voicemail
- Knowledge and location of SDS sheets, emergency medical kit and dental policy and procedures binder
- Knowledge of dental equipment and supplies needed for all procedures
- Knowledge of coverage by Healthy Neighbor Plan, Forward Health, and private insurance, along with required prior authorizations for services
- Knowledge and compliance of the dental department's scheduling guidelines
- Monthly meetings with assistants, all dental staff, and bi-monthly meetings with dental office director
- Ability to send in broken equipment for repair
- Promote the mission, vision and values of the organization in all interactions
- Report to work as scheduled
- Other duties as assigned
- Attend OSHA training annually and observe policy and procedures as they pertain to OSHA standards and guidelines

## **Qualifications**

The individual must possess effective communication skills and development of good working relationships with other employees. This includes gaining the trust and respect of other employees, contract clinicians and patients as well as maintaining the integrity of confidential patient and business information.

## **Education and/or Experience**

The individual must possess a high school diploma. A diploma in a Dental Assisting program or experience is preferred. The candidate must be able to perform routine dental assistance procedures, deal effectively and reassuringly with patients, maintain required equipment in good working condition. This position requires a current CPR certification.

## **Communication Skills**

The individual must possess the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; write routine correspondence; and speak effectively before customers. Bilingual skills (Spanish/English) are helpful, but not required. The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

## **Computer Skills**

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management system

## **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.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possesses sight and hearing senses to function adequately so that the requirements of this position can be fully met.

## **Work Environment**

The position is performed largely in a dental office. There could be exposure to chemicals used for cleaning and X-ray processing, and limited noise from equipment. Work hours are generally during normal business hours. Work hours include some evenings and otherwise are generally during normal business hours and average no more than 40 hours a week for full-time employees, 30 hours a week for limited full-time employees and less than 29 hours for part-time employees. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

**Acknowledgement**

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

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Employee Signature

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Date