



## Position Description

**Position Title:** Dental Operations Director  
**Department:** Dental  
**Reports To:** Chief Executive Officer  
**Status:** Exempt

### Summary

The individual provides general oversight and support for the dental department, assuring smoothly running operations. Ensure dental program activities operate consistently and ethically within the mission and values of Scenic Bluffs, assuring the dental department and its systems, processes, teams, and employees work together to provide access and deliver effective and efficient oral health care.

### Duties & Responsibilities

- Act as the primary point of contact for dental operations in all locations, overseeing daily operations of the dental team.
- Participate in the development and preparation of short-term and long-range plans and budgets based upon broad organization goals and objectives.
- Manage the department budget based upon short-term and long-term plans and budgets to reach organizational goals.
- Under the direction of the CEO, in collaboration with the Chief Dental Officer, and in alignment with the organizational strategic plan, efficiently operationalize plans for all dental sites.
- Oversee dental administrative staff, including supervision of the Dental Clinical Supervisor and other administrative staff.
- Manage relationships with external partners and vendors for the dental department.
- Facilitate and lead performance improvement initiatives, leveraging team building, team energizing, data gathering and analysis, problem solving, project management and presentation skills.
- Oversee the interviewing, hiring, and onboarding of new dental staff, involving the appropriate dental administrative staff.
- Maintain dental policies and procedure manuals along with verification of staff education.
- Conduct regular dental staff meetings and communicate effectively through various channels with all department staff.
- Participate in management meetings and related training to maintain currency with trends and best practice.
- Ensure compliance with organizational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.
- Promote the mission, vision and values of the organization in all interactions
- Other duties as assigned

## **Qualifications**

The individual must respect the confidentiality of patient information while performing job duties and establish and maintain effective working relationships with patients, employees and the public. The individual must uphold the core values of Scenic Bluffs Community Health Centers and be driven by the mission. This position requires the ability to think strategically, to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment, the ability to connect staff both on an individual and group level; capacity to enforce accountability and empower others within the organization. The individual will exercise management responsibility over dental department operations, ensuring efficient services that are designed to meet the needs of patients, providers, the public and staff.

## **Education and/or Experience**

The individual must have earned a bachelor's degree in business, health administration, public health or related field, and have at least five years of administrative experience. Operations experience in a health care setting strongly preferred.

## **Communication Skills**

The individual must possess strong oral and written communication skills and the ability to speak effectively before groups and individuals. Bilingual skills (Spanish/English) are helpful, but not required. Communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

## **Computer Skills**

The individual must possess a working knowledge of computer applications and communications tools as well as the ability to learn clinical applications and practice management systems.

## **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 files or paper weighing 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**

Work is performed in a general office setting. Interaction with others is frequent and interruptive. Work may be stressful at times. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required. Travel is required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

## **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