



## Clinic Operations Manager, College of Dental Medicine, Elk Grove, California, USA

**POSITION TITLE:** Clinic Operations Manager

**REPORTS TO:** CFO/ VP Finance

**WORK SCHEDULE:** Monday – Friday,  
Normal Business Hours  
full time, Exempt,  
\$85,000 Annual Salary

**CLOSING DATE:** Open until filled.

**POSITION SUMMARY:** Clinic Operations Manager will manage the College of Dental Medicine dental clinic, including all staff personnel, clinic supervisors, chairside assistants, hygienists, front desk, dispensary staff, infection control staff, and other dental clinic personnel. The Clinic Operations Manager will provide administrative leadership and will align the dental clinic's vision and goals with the educational program as well as with the mission of the University.

The role includes significant financial planning, including budgeting for staff hires, management of insurance services, clinic operations including workflow, staff performance, quality assurance review and reporting, and patient management, including patient surveys.

### **RESPONSIBILITIES:**

- Responsible for supervision of front and back-office staff and resolves any clinical-administrative problems.
- Act as liaison between staff, dental clinic, and the university in development of policy and communication among the team.
- Focus on executing operational tasks in the dental practice with the goal of enhancing practice level efficiencies and growth.
- Lead and manage the team through development, feedback, and time and payroll oversight.
- Maintain regular communication with the dental office team, doctors, CFO, and university accounting to review practice trends and performance with a focus on production, team costs, and collection.

- Work with CFO and the Accreditation team in all aspects of functions and activities including, but not limited to gathering & presenting data relevant to demonstration of compliance with accreditation standards.
- Review and develop recommendations for improvement of operational process.
- Organize patient flow and appointments, financial coordination of patient accounts/ledgers, insurance check posting, A/R follow up, and claim submission/denials/appeals.
- Prepare, monitor, and track operational reports and key vitals of the company to ensure accuracy and efficiency.
- Accurately maintains and analyzes financial reports, P&L performance, and achieves practice financial goals.
- Analyze financial impact of changes in clinical activities and forecast actual revenue, net income, and expenditures versus approved budget.
- Approve and review A/P invoices and submit payment in a timely manner.
- Oversees daily deposits and ensures end of day reports are accurate.
- Oversees the responsibilities and duties of all the office personnel so that the office runs smoothly and efficiently.
- Manage office inventory, and ensure ordering is done correctly.
- Monitor the facility equipment, ensuring maintenance and repair tasks are done on a daily, weekly, and monthly basis, schedule repairs if necessary.
- Encourage patients to proceed with dental care, and support necessary treatment plan.
- Establish staff schedules, daily duties of staff and ensure quality patient care.
- Schedule and lead team and department meetings.
- Manage employee payroll and monitor hours worked by employees.
- Trains and rotates staff as needed to ensure employees are cross train.
- Keep CPR certification current.
- Keep OSHA and HIPAA training current; observe and ensure practice OSHA and HIPAA compliance is met.
- Work closely with CFO, CNU Business Office Manager, Floor Supervisor and the Associate Dean of Clinical Affairs to make sure daily clinic operations and activities are running smoothly and effectively.
- Oversees hiring, screening resumes, and interviewing candidates.
- Maintains a great environment for patient care and to help increase referrals.
- Monitor that any patient grievances or complaints are addressed accurately and timely.
- Balance clinic petty cash and the cash receipt books as required by university accounting operations.
- Represent the dental clinic and the university in responding to government agencies.
- Assists with front desk duties when needed.
- Performs other related duties as needed.

**ADDITIONAL REQUIREMENTS:**

- Independent travel between work sites or facilities may be required.
- A clear background check and proof of up-to-date immunizations, including Covid boosters.

## **EDUCATION AND EXPERIENCE**

- Bachelor's degree from an accredited 4-year college or university
- Minimum 2 years of experience in medical or dental office setting
- Preferred 3-5 years of managerial experience in medical or dental office setting.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of government (Medi-Cal) and non-government payers for dental insurance
- Knowledge of billing codes and understanding of insurance plans a plus
- Exceptional organized, detail oriented, time management, and active listening skills
- Ability to work collaboratively with doctors, and practice with team members.
- Active listening skills, and ability to multi-task
- Proficiency in the use of Microsoft Office Family of Software (e.g., Word, Excel, etc.)
- Customer service or patient relations experience
- Must be focused, personable, punctual, and can work in a fast-paced environment.
- Multilanguage skills preferred.

Applications will be reviewed upon receipt. Candidates must provide a resume/CV and letter of interest with at least three references. Candidates must articulate how their knowledge, experience, and beliefs have prepared them to function in support of California Northstate University's vision and mission statements.

Please submit your cover letter, resume/CV, list of references, and any additional information to [CDM.jobs@cnsu.edu](mailto:CDM.jobs@cnsu.edu), with the email subject line of "Office Manager" Review of applicants will begin immediately and will continue until position is sufficiently filled.

California Northstate University is an Equal Opportunity and Affirmative Action Employer. All qualified candidates are encouraged to apply.

### Required Qualifications

- Bachelor's degree
- 5 years of experience in health care operations and managing a clinic or facility.
- Strong patient care management skills
- Practice management knowledge in patient scheduling, customer-service methods, regulatory compliance, accreditation requirements and information technology.
- Understanding of the patient population served and the requirements for the delivery of service.
- Knowledge of relevant healthcare information technology and patient care workflows and processes.
- Demonstrated knowledge of relevant regulatory requirements, as well as related legislative, accreditation, licensing, and compliance.
- Knowledge of current and emerging best practices and technologies in the clinic/center healthcare industry.
- Regulatory knowledge of insurance programs, including private, Medicare and Medicaid.

- Demonstrated financial acumen and budgeting experience.
- Expertise in MS Excel, Word, and similar computer applications.
- Strong leadership, fiscal, and operations management skills.
- Strong interpersonal skills to create and maintain a climate for effective communication and collaborative decision-making.
- Experience in creating and managing multiple priorities, and efficiently delegating work functions.
- Ability to supervise and motivate clinic staff to perform their duties.
- Experience in leading and coordinating multiple work teams.
- Experience in analyzing complex situations and communicating key findings.