



**DENTAL CLINIC ADMINISTRATIVE ASSISTANT**

**SALARY GRADE:** [C1-42](#)

**DEFINITION:**

Under the direction of an assigned supervisor, perform a variety of secretarial and administrative duties for the Dental Hygiene and Dental Assisting programs. Serve as front office receptionist for the campus dental clinic; oversee day-to-day activities related to customer service; input patient data into the electronic patient data record; provide assistance to students, faculty, and staff in the program; and provide operational support services.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Provide administrative support for the dental clinic and associated activities to include overseeing scheduling, patient records, and accounts receivables; coordinate daily operations.
2. Assist the program administrators and faculty with preparing course materials, typing correspondence, maintaining student records, and providing support services for student recruitment activities and admissions.
3. Operate a computer utilizing standard and functional-related dental practice management software (Eaglesoft System) and a variety of office equipment; update software as needed; troubleshoot and seek technical support as needed.
4. Enter patient data and scan and mount x-rays using Eaglesoft system on a daily basis.
5. Prepare and monitor dental clinic reports and charts; research and analyze topics related to assigned program; develop and analyze data; maintain confidential records regarding assigned activities.
6. Work with Dental Hygiene program director to organize and direct the dental clinic office on an ongoing basis; lead others as necessary to accomplish program or functional objectives.
7. Coordinate with the program director to monitor clinic financial records and program budget; assist in the preparation of invoices for payment by initiating and maintaining fee collection procedures and writing receipts; prepare purchase requisitions.
8. Provide information to the public and assist students, clinic patients, and others regarding clinic procedures and eligibility forms; serve as a resource to others for data, research, special projects, schedules and other information pertaining to the assigned area.
9. Interact with broad constituencies to coordinate, facilitate and communicate clinic activities.
10. Assist the faculty with ordering, distributing, and maintaining supplies and equipment.
11. Design and write promotional materials, correspondence, reports and other documentation.
12. Perform related duties as assigned.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

1. Organization, rules, regulations and programs related to an assigned office or function.

2. Applicable sections of State Education Code, HIPAA, FERPA, Dental Practice Act of California, and other applicable laws.
3. District organization, operations, policies and objectives.
4. Operation of a computer terminal and data entry techniques, including correct mounting of dental x-rays in the electronic patient record.
5. Financial patient records and statistical record-keeping techniques using dental practice management software.
6. Dental terminology.
7. Basic budget monitoring and control.
8. Modern office practices, procedures and equipment related to the dental hygiene clinic.
9. Telephone techniques and etiquette.
10. Correct English usage, grammar, spelling, punctuation and vocabulary.
11. Interpersonal skills using tact, patience and courtesy.

**Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Perform a variety of administrative and program support activities.
3. Develop and analyze data.
4. Perform complete segments of an assigned program or function.
5. Perform research and special projects for assigned area.
6. Implement and oversee program or task elements related to assigned function.
7. Assist managers with a broad range of reports, schedules and activities using dental practice management software.
8. Analyze situations accurately and adopt an effective course of action.
9. Compose letters, memos, or other materials independently or from oral instructions.
10. Read, interpret, apply and explain rules, regulations, policies and procedures.
11. Maintain records and prepare reports.
12. Communicate effectively both orally and in writing.
13. Meet schedules and timelines.
14. Add, subtract, multiply and divide quickly and accurately.
15. Establish and maintain cooperative and effective working relationships with others.
16. Work confidentially with discretion.

**Education and Experience**

Any combination equivalent to:

1. Associate's degree, supplemented by dental assisting courses.
2. One (1) year of related work experience.

**LICENSES AND OTHER REQUIREMENTS:**

1. Some positions in this class may be required to speak, read and write in designated second language.
2. Dental assisting or dental hygiene license preferred.

**WORKING CONDITIONS:**

**Environment:**

1. Office environment.
2. Clinic environment.
3. Constant interruptions.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.

3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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