



DENTAL CLINIC ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of complex office administrative support, customer service, and/or program support duties requiring knowledge of dental programs and services, policies, procedures, and operational details; interacts frequently with students, staff, faculty, and the general public and explains program policies and procedures and/or directs questions and inquiries to the appropriate staff; implements and oversees program or task elements related to assigned function; assists in administering assigned program budget; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class responsible for the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from other administrative support classifications by overseeing the day-to-day functions of the dental clinic and providing support to the dental programs requiring specialized knowledge and training as a registered dental assistant.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Serves as point of contact for students, staff, faculty, and the general public for dental programs by answering a variety of questions and responding to complaints; providing information regarding classes and campus facilities and directions; explaining program requirements, policies, procedures, and eligibility questions according to established guidelines or by referring the customer to other programs, departments, off-campus services, agencies, and community groups, as appropriate.
- Oversees workflow of the office and dental clinic by continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with management; directs the implementation of improvements.
- Coordinates dental program budget administration processes; gathers and analyzes data related to revenues, expenditures, and projections; researches and works with management to resolve budget questions and reconcile inconsistencies; monitors and tracks expenditures and revenues; creates and processes contracts, agreements, and requisitions; processes invoices and prepares chargeback documentation; verifies budget and account codes; develops budget reports as needed.
- Oversees inventory of equipment and supplies by monitoring, ordering, receiving, storing, and maintaining adequate inventory levels of supplies and equipment.
- Provides instructional support to students and faculty in the dental programs; assists in instructional demonstrations of procedures and techniques; explains related principles, practices, procedures, methods, materials, terminology, and equipment.

- Operates, demonstrates use of, sterilizes, and maintains and repairs laboratory instruments and equipment; assists faculty and students in proper and safe methods in usage of instruments and equipment.
- Cleans and maintains facilities and equipment; ensures proper storage of equipment and materials and disposal of waste; ensures laboratory and work areas are maintained in a clean and orderly condition.
- Researches and analyzes data; prepares a variety of reports according to established procedures and practices; inputs and retrieves data from various program, department, division, and/or District-wide software applications and database systems.
- Provides administrative support to program faculty and administrators by preparing course materials and various forms, reports, and correspondence; verifies and reviews documents for completeness and conformance with established policies and procedures.
- Organizes and maintains accurate and detailed patient and program databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Performs a variety of program support, such as collecting and reporting student data to local, state, and federal agencies; reviewing a wide variety of program, department, and division data, records, and information to ensure compliance with policies, procedures, and state and federal regulations; and entering and maintaining department schedule in appropriate database.
- Organizes and directs an assigned part of a program or activity on an on-going basis; leads others as necessary to accomplish program or functional objectives.
- Designs, creates, and edits a variety of documents, including confidential documents, such as correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
- Plans, schedules, and organizes program, department, and/or division-related events, workshops, informational seminars, presentations, and related activities including developing and monitoring budgets; processing independent contractor agreements and purchase requisitions; and ensuring compliance with established timeline and budget.
- Performs a variety of office support and customer service duties such as registering, dropping, and/or adding students to programs; maintaining websites; opening and securing offices; scheduling meetings with other staff; attending meetings and taking minutes; and ordering and maintaining office and other related supplies.
- Learns and applies emerging technologies related to the area(s) of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures, including State Education Code, Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and Dental Practice Act of California.
- Principles, theories, terminology, techniques, equipment, and materials related to dental hygiene and assisting programs.
- General methods and procedures for preparing materials, models, simulations, demonstrations, and clinic exercises used in dental programs.
- Principles and procedures for setting-up, operating, demonstrating use of, and maintaining various equipment and instruments used in dental programs and clinics.
- Occupational hazards and safety equipment and practices related to the work.
- Methods, practices, and techniques of student learning and instruction.

- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Record keeping and filing systems and methods.
- Principles and practices of data collection and report preparation.
- Basic business arithmetic and bookkeeping.
- Business letter writing and the standard format for reports and correspondence.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Perform administrative and program support work accurately, within established deadlines, and with use of independent judgment.
- Explain principles, theories, terminology, techniques, equipment, instruments, and materials related to dental programs.
- Engage students in positive learning in the clinic or other learning environments.
- Assist students and faculty and demonstrates proper use and maintenance of equipment and instruments used in dental programs.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Safely and effectively use and operate equipment and instruments required for the work.
- Gather and compile program/department/division-specific information from a variety of sources.
- Prepare, review, and present reports and other correspondence and communications in a clear and concise manner.
- Maintain accurate databases, records, and files.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Compose correspondence and reports independently or from brief instructions.
- Perform arithmetic, financial, and statistical computations accurately.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use and keep current with computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college with major coursework in dental hygiene, dental assistance, or related field and one (1) year of experience working as a dental assistant or related experience.

Licenses and Certifications:

- Possession of a Registered Dental Assistant License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and dental clinic setting, to use standard office equipment, including a computer, and to operate varied equipment and instruments related to dental programs; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and above-mentioned equipment and instruments. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in a dental clinic environment that contains various equipment and instruments, with moderate to high noise levels and controlled to varied temperature conditions, and potential exposure to hazardous substances.

Salary Grade: C1-52

FLSA: Non-Exempt

EEO Code: H-50

Board Approved: April 2021