

**JOB TITLE:** Dental Assistant

You will report to: \_\_\_\_\_

### GENERAL OBJECTIVES

Responsible for assisting the dentist in the clinical treatment of patients. Responsible for maintaining the appearance and order of dental office clinical area.

### SPECIFIC OBJECTIVES

#### Office Management

- Check to ensure that units are ready, stocked and clean at the beginning of each appointment
- Oversee cleanliness of operator
- Help in other areas of the office when necessary (phones, unpacking supplies, moving dismissed patient records)
- Assist with putting away stock and UPS deliveries when necessary.

#### Patient Management

- Greet Patients when they sign in and monitor arrival time
- Seat patients and have proper setup for procedures
- At all times show care and concern for patients
- Try not to leave your patient unattended in the chair
- Take and develop diagnostic x-rays
- Take preliminary impressions for study casts and occlusal registrations for mounting study casts
- Pour, trim and polish study casts, fabricate temporary crowns, and bridges
- Orthodontics
- Anticipate and assist dentist's needs at all times
- Chart all patients record date, service rendered, and any charge
- Escort patients from the treatment room
- Complete patient's chart indicating procedure done today and check to see if there is any remaining treatment or if the patient needs a cleaning and if necessary make the patient an appointment before escorting to the front desk
- Perform clinical procedures as New York State allows
- Give patient instruction and demonstrate where necessary
- Monitor patient flow
- Update patient health history at every visit and patient information
- Perform other tasks as assigned by the dentist or your supervisor (this includes training new employees).

#### Office Participation

- Be an active participant in staff meetings
- Promote team concept by interacting with other in the office
- Lead by example. Follow policy and procedures noted in the Progressive Dental handbook and encourage other staff to do the same.
- Follow, adhere to and encourage other staff to adhere to Progressive Dental's code of conduct, posted in the office.

- Participate in creating and encourage other staff to maintain a safe, non-hostile working environment for fellow employees and Doctors (no gossiping or negativity toward others).
- Praise others when you “catch them doing something good”.
- Follow and believe in Progressive Dental’s mission statement and encourage other staff to do the same.

**PERSONNEL REQUIREMENTS**

**Education/Experience**

- High school diploma
- 1-2 years’ office experience
- Legible handwriting for notations, memos, and messages
- Attend continuing education courses/seminars as directed

**Interpersonal Skills and Expected behavior for this position**

- Good interpersonal skills to maintain effective rapport with patients, dentists, other staff members, and community
- An effective verbal skill to communicate with patients, doctors, and staff.
- Ability to communicate openly while maintaining professionalism and respecting others.
- Ability to be coached and be approachable.
- Ability to maintain patient confidentiality.
- Good listening skills.
- Ability to manage multi-tasks
- Ability to handle regular interruptions.
- Ability to work with the computer system and dental software.
- Ability to handle patient complaints, concerns, or questions.
- Ability to resolve conflict while being courteous and professional

I have received a copy of and understand my job description. I also have had the opportunity to ask any questions.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

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