

JOB TITLE: Lab Assistant

You will report to: _____

GENERAL OBJECTIVES

Responsible for assisting the Lab Coordinator, Lab Tech, and Ceramist in the day to day activities of the lab.

SPECIFIC OBJECTIVES

Lab responsibilities

- Log in lab cases
- Pouring up, sawing, and articulating the models
- Trim dies stage 1 and stage 2 for margins
- GI - mask for soft tissue duplication
- Base plate/occlusal rim
- Denture relines
- Denture custom trays
- Bleaching trays
- Night guards
- Athletic mouth guards
- Clear retainers
- Duplicate casts
- Bill, package, and log out lab cases
- File scripts and invoices
- Denture repairs - add teeth, fix broken acrylic

Supply management

- Taking inventory of supplies
- Ordering supplies
- Unpacking and putting supplies away
- Keep lab area clean

OSHA

- Disinfecting incoming and out going lab cases
- Maintaining OSHA compliance manual
- Maintaining MSDS book

Office Participation

- Perform the tasks as assigned by the Lab Coordinator.
- 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 Lab's handbook and encourage other staff to do the same.

- Follow, adhere to and encourage other staff to adhere to Progressive Dental Lab’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 Lab’s mission statement and encourage other staff to do the same.

PERSONAL REQUIREMENTS

Educational

- High school diploma
- One year on the job training or appropriate formal lab education
- 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.
- Able to discuss all lab needs with Lab Coordinator and be objective and pleasant
- Ability to resolve conflict while being courteous and professional
- Able to discuss all lab needs with Lab Coordinator and be objective and pleasant
- Must be willing to learn and adapt to changes in dental technology and information

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 _____

***Management retains the discretion to add or change the duties of this position at anytime.

ENDWELL

565 Hooper Rd.
Endwell, NY 13760
P: 607.754.2273
F: 607.754.9526

NORWICH

101 S. Broad St.
Norwich, NY 13815
P: 607.334.8666
F: 607.334.6662

MONTROSE

57 Public Ave.
Montrose, PA 18801
P: 570.278.1186
F: 570.278.7447

KIRKWOOD

1113 US Rte. 11
Kirkwood, NY 13795
P: 607.722.5464
F: 607.775.1125

BINGHAMTON

51 Front St.
Binghamton, NY 13905
P: 607.724.7166
F: 607.724.7178