



Eastern Band of Cherokee Indians

Job Description

Position ID Number:

Last Revised:

Position Title:

Dental Clerk/Assistant

Department:

Health Services

Reports to:

Children's Dental Program Manager

Division:

Public Health & Human Services

Primary Function:

Performs administrative and office support activities in support of PHHS Children's Dental Program's daily operations such as answering the phone, filing, greeting guests, organizing information and maintains specified dental records. Additionally, Extensive software, communication and customer service skills are required. Maintains a positive public relations image for the office.

Job Duties and Responsibilities:

- Responsible for scheduling, confirming and/or re-scheduling dental prophylactic appointments for tribal orthodontic patients via phone and or email
- Update demographic information for appointed patients to ensure patient's address and phone numbers are current and accurate
- Records telephone messages and forwards to appropriate staff
- Assist with Health Promotion/Disease Prevention activities that are provided in the school, daycare, head start or community setting
- Assist Children's Dental staff with day to day operations of correspondence, messaging and meetings
- Files patient charts
- Responsible for ordering materials and supplies consistent with EBCI procurement and TERO policy
- Process purchases orders in financial management system, obtaining appropriate signatures, copying invoices, logging, filing and forwarding to accounts payable
- Makes travel arrangements for the personnel as assigned
- Maintains cuff accounts for income and expenses
- Prepares correspondence for Children's Dental staff as needed
- Communicates with dental specialty offices and CIHA dental clinic staff
- Maintains confidentiality and adheres to HIPPA regulations
- May be necessary to work when Administrative leave is granted if patient care or program needs would be compromised
- Provide dental assistant services as needed for sealant clinics and fluoride varnish applications in the school/community setting
- Knowledge of dental terminology in order to accurately record treatment information into patient file and retrieve patient information

Education /Experience:

Must be a graduate of an accredited dental assisting program with a dental assistant diploma or have four years' experience working in a dental office or dental clinic

- Job Knowledge:**
- Knowledge of EBCI PHHS programs and services
 - Knowledge of EBCI policies, procedures and guidelines
 - Must be proficient with Microsoft Office Suite with an emphasis in Excel, Microsoft Word and Publisher
 - Working knowledge of medical/dental scheduling software
 - Ability to understand dental terminology
 - Must be organized and have good interpersonal skills
 - Excellent communication skills, both written and verbal
 - Skill and dexterity in performing intra-oral and extra-oral techniques
 - Knowledge of all routine dental instruments and procedures
 - Knowledge of dental terminology in order to accurately record treatment information into patient file and retrieve patient information
 - Familiar with and able to set up patient charts
 - Must be self-motivated as well as work effectively with team
 - Must have an unrestricted, valid, North Carolina Driver's License

Complexity of Duties: The position requires detailed, specialized knowledge in dental terminology, record keeping and chart notations. Additionally incumbent should be able to demonstrate appropriate customer service skills both to external and internal customers.

Contact with Others: Interacts frequently with coworkers, patients and their families and other tribal personnel. Has outside contacts with program participants, community members and dental specialty offices in the exchange of information and discussions. Nature of contacts requires the use of tact, courtesy and business etiquette to assure the maintenance of positive working relationships.

Confidential Data: This position has access to confidential information with regard to individual Tribal Members and families. The incumbent must maintain required confidentiality and meet all state, federal and EBCI Tribal and PHHS confidentiality policies and rules.

Mental /Visual /Physical Effort: Focused concentration is needed while performing clerical duties. Subject to frequent interruptions, both by phone and in person, which require verbal responses? While in the office, the duties of this job routinely require sitting, data entry, speaking, seeing clearly and hearing. Must be able to kneel, reach, stretch and lift up to 20 pounds while performing job duties.

Environment: Works in a normal business office environment, as well as school and community settings.

Supervision Received: Position works under the direct supervision of Children's Dental Program Manager. Daily operations should be handled independently within the parameters outlined by the Program Manager and within the structure of the Health Services Department. The individual in this position must demonstrate initiative and be a self-starter.

Extent of Supervision: This position operates within EBCI Tribal guidelines with regard to budget and personnel management. The incumbent will participate in regular team meetings for the Program.

Resourcefulness and Initiative: The incumbent must be resourceful and capable of initiating communication with dental specialty offices regarding patient care without prompting from Program Manager. This position requires someone that takes initiative and will work independently.

Responsibility for Accuracy:

Position is responsible for the accuracy and competence of work performed. The quality and accuracy of the work is reflective of the EBCI Children's Dental Program. Work performed is directly associated with proper documentation of dental health specialty services tribal members receive and as such becomes a part of the patient's electronic health record.

Responsibility for Safety Equipment:

This position will be held responsible to maintain and protect all equipment owned by EBCI and the PHHS Division. The incumbent must maintain a high level of ethics and display an understanding and expectation of being fiscally responsible for all EBCI resources needed and used to provide services. The incumbent will be required to follow all EBCI Risk Management Safety Policy and Procedure to ensure safety.