



Position Description

Position Title Senior Manager – Dental Operations

Career Level/Grade M3

Position Overview

The Senior Manager Dental Operations provides strategic planning, direction, and leadership for services related to community access to quality, affordable dental care. The Senior Manager partners with the Clinical Dental Director to ensure seamless clinic operations, with the Senior Manager holding primary accountability for administrative, financial, and operational functions. This position provides direction, oversight, and is responsible for meeting dental services operational and administrative objectives through collaboration with clinical and executive leadership. The Operations Manager - Dental Services is accountable for operational and administrative actions that impact a team or function, manages the department budget, interacts regularly with senior management on issues affecting the Family Dental Clinic's operations, and drives the success of larger projects.

We believe that our people are our greatest strength. Each employee contributes to our shared mission, vision, strategy, and values. We are committed to fostering a workplace that is **Supportive, Impactful, Accountable, and Inclusive**.

Supervision and Fiscal Responsibilities

Oversee the work of experienced level professionals and may oversee subordinate managers/supervisors. Regularly advises the dental team on moderately complex matters.

Examples of Duties

- Develop hiring standards for employees and train, supervise, and evaluate the performance of employees and supervisors, identify and facilitate continued professional development.
- Develop and manage clinical schedules including work schedules, plan and allocate resources, to ensure location coverage is sufficient to meet patient needs, service demands, maintain access to care, and accomplish goals.
- Provide team leadership to ensure high levels of morale, commitment, and customer service, while maintaining a highly motivated and skilled staff.
- Facilitate innovative dental services delivery by leveraging technology, monitoring implementing best practices, maximizing partnerships, and coordinating strategies and approaches to ensure equitable and efficient dental services are delivered.
- Develop and implement Dental Services operating plans, policies, procedures, and service protocols in keeping with the Health District's strategic plans and policies.
- Make business decisions that are financially responsible, accountable, justifiable, and defensible, and recommend changes to policy or procedures within the guidelines and goals established.
- Develop and implement team training materials to promote a continuous cycle of improvement.
- Plan, evaluate, and improve the efficiency of operational and administrative processes and procedures to enhance quality, efficiency, and output, and develop and implement quality control measurements.

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- Make decisions on administrative or operational matters, through reviewing performance data including financial and service reports to monitor and measure clinic productivity, goal achievement, and overall effectiveness of service delivery to the community.
- Develop and maintain relationships with vendors facilities management, and non-clinical partner organizations; negotiate and monitor service contracts to ensure operational needs are met within budget parameters.
- Manage the preparation and maintenance of reports necessary to carry out the functions of the department and prepare periodic reports for senior leadership as necessary or requested to track strategic goal accomplishment.
- Provide input into complex issues requiring an in-depth knowledge of functional area and industry trends; collaborate with the Clinical Manager on solutions, communicating regularly with managers and senior leadership.
- Ensure service excellence incorporates sensitivity to those with physical and mental health conditions, and that services are provided in a manner that is culturally and linguistically relevant to the customer.
- Oversee supply ordering, equipment maintenance, patient record retention, and management.
- Ensure clinic compliance related to protected health information.
- Participate in the management of the department budget, evaluating budget needs to improve services and outcomes, and managing dental leadership team members to ensure they meet their commitments.
- Ensure dental providers and clinic staff maintain appropriate, up-to-date licensure and credentialing, and participate in mandatory training.
- Develop and maintain positive, professional, and productive relationships with consumers, the public, or other agencies, co-workers, and supervisors.
- Work as a team-member, participating in group meetings, retreats, and special events.

Qualifications

- Bachelor's degree in business, public health, or related field with 7- 9 years of related and/or supervisory experience.
- Equivalent combination of education and experience level.

Knowledge, Skills, & Abilities

- Knowledge and experience in program management and supervision.
- Knowledge of Colorado Medicaid, CHP+, and other dental funding sources.
- Knowledge of the functions, operation, and mission of the organization and ability to directly apply to the clinic's strategic goals.
- Knowledge of and experience using complex dental practice management software.
- Knowledge of various employment laws and practices and employee relations principles.
- Excellent critical thinking, problem-solving, independent judgment, and organizational skills.
- Excellent verbal and written communication skills.
- Strong customer service skills.
- Skills in coaching and developing employees.
- Good computer skills with the ability to learn new software.
- Ability to exercise frequent independent judgement and initiative.
- Ability to effectively assign, prioritize, and direct the work assignments and scheduling of staff.
- Ability to maintain professional, positive, productive relationships.
- Ability to maintain confidentiality.

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- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultural beliefs, customs, socioeconomic status, abilities, genders, and gender identities.
- Detail oriented, excellent organizational skills, with a commitment to high-level accuracy.
- Commitment to contributing to an inclusive and equitable working and learning environment.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have close visual acuity to perform activities such as preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

Infection Prevention

Must comply with infection prevention policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.

Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications. Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.