

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Dental Hygiene Services Assistant	Range:	36
Date Revised:		Date Approved:	October 13, 2020

PRIMARY PURPOSE

Under the direction of the Division Dean and the Dental Hygiene Program Director, this position assists with coordinating daily Dental Hygiene front office operation of clinic facilities and is responsible for performing a variety of specialized technical clerical duties.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Perform a variety of detailed and complex secretarial and clerical duties, such as data entry, records maintenance, filing, processing and distribution of mail, maintaining office supplies and equipment, in support of the dental clinic within established rules and regulations; respond to inquiries requiring judgment, knowledge and explanation of policies; answer telephone calls; screen and direct calls; schedule appointments and maintain patient recall; greet and process patients.
2.	Provide supportive services for student recruitment and admission activities.
3.	Prepare and maintain dental electronic charts in accordance with established procedures; contacts appropriate personnel to assist with medical emergencies; process various accident reports; type routine correspondence, memos, letters, forms, records, and other information; and assist with the development of course materials.
4.	Greet and provide information and assistance in person, via email or on the telephone to students, patients, staff, visitors and the public regarding the dental programs and clinic.
5.	Prepare and process electronic signatures for required dental forms, verify data for accuracy, completeness and compliance within established procedures; enter data into computer system; maintain confidential files, data and records.
6.	Collect and account for patient fees and other monies received; maintain ledgers and other financial records as assigned, prepare deposits for cash and checks, monitor and reconcile daily and monthly clinic receipts.
7.	Develop and maintain standard program documents such as forms, flyers, program policies and procedures manual in collaboration with the Program Director and faculty.
8.	Attend meetings as assigned; perform routine functions normally accomplished by other support staff in their absence; perform general clerical duties as needed.
9.	Assist Director in confidential student, staff and/or program related matters; maintain student records and preparation of accreditation documents.
10.	Assist in preparation of data and reports to the state, federal, and regulatory agencies in order to maintain licensure, certifications and accreditation. Maintain currency on state and federal regulations and compliance laws.
11.	Maintain, track, and record completed student treatment procedures in the patient management software; schedule and assist students and faculty with patient management software; and perform month and year end closing.
12.	Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
13.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
14.	Perform related duties as assigned.

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

OTHER FUNCTIONS

None

WORKING RELATIONSHIPS

The Dental Hygiene Services Assistant maintains frequent contact with various District and College departments and staff, faculty, students, outside vendors, and the public.

EDUCATION AND EXPERIENCE

Minimum Qualifications

High school diploma or GED

Minimum two (2) years of dental office (patient-facing) experience

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Associates Degree or equivalent

California Registered Dental Assistant or Certified Dental Assistant

Bilingual in Spanish

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of pertinent laws, rules, regulations, policies, and procedures relating to Dental Hygiene clinic operations including OSHA, OSAP, HIPAA and other health and safety regulations

Knowledge of principles and practices of dental hygiene

Knowledge of effective methods of working with the public

Knowledge of effective written and oral skills

Knowledge of basic research and evaluation methods

Knowledge of computer applications such as Word, Excel, e-mail, and internet browsers

Knowledge of basic filing methods

Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary

Knowledge of general secretarial skills and techniques

Knowledge of organizational and prioritization skills

Knowledge of accurate recordkeeping operations and guidelines

Knowledge of math procedures for computation purposes

Knowledge of dental office practices, procedures, and equipment

Knowledge of record keeping techniques

Knowledge of interpersonal skills using tact, patience, and courtesy

**NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

Knowledge of telephone techniques and etiquette
Ability and desire to work cordially and effectively with students, staff, faculty, and the general public
Ability to show initiative, poise, good judgment, and tact
Ability to be oriented in customer service
Ability to maintain confidentiality
Ability to be detail oriented
Ability to be dependable in attendance and punctuality
Ability to be flexible in assuming other assignments as the need arises
Ability to possess the sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, faculty, and the general public
Ability to perform receptionist and clerical duties
Ability to provide information in a clear and understandable manner
Ability to work independently with constant interruptions
Ability to provide good customer service
Ability to learn office policies, rules, and practices
Ability to understand and follow oral and written directions
Ability to meet schedules and timelines
Ability to maintain records and prepare accurate reports
Ability to communicate effectively both orally and in writing
Ability to establish and maintain cordial, cooperative, and effective working relationships with others
Ability to learn District processes and procedures, rules, laws, and regulations
Ability to learn District programs and services offered to students
Ability to read and interpret and maintain currency of knowledge of applicable state and federal laws, rules, and regulations
Ability to be efficient and well organized
Ability to enter and retrieve computer information accurately
Ability to keep files current, accurate and in order
Ability to comply with requested data, reports, and fiscal operations

SPECIAL REQUIREMENTS

None

TRAINING REQUIREMENTS

Bloodborne Pathogens
CPR and First Aid Certification with AED

WORKING CONDITIONS

Dental office environment and in the classrooms and laboratories of the Dental Hygiene Program; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities. Ability to lift and carry 25 pounds such as paper and reports and to bend and reach to retrieve and file supplies, equipment, and documents.
