

OFFICE MANAGER

Term: Maternity leave position, possible full time within the group after.

Start date: May 2017

Salary: To be discussed depending the qualification

JOB SUMMARY

The office manager for Dr. Christian J. Chiasson C.P. is a self-starting organized professional who can help to build systems that create order and efficiencies within this successful dental practice. The candidate would have previous office management experience with a demonstrated track record of successful book keeping, customer service and people management experience. This is a great opportunity for an entrepreneurial person looking to make their mark and help this practice to continue to succeed.

ESSENTIAL DUTIES & RESPONSIBILITIES

Practice management

- Responsible for the daily non-clinical operations of the clinic including patient satisfaction, team selection, performance, development and other business related functions.
- Provides superior patient service demonstrating responsiveness and sensitivity to patient needs with urgency to resolve any patient dissatisfaction in accordance with patient needs, practice policies and procedures, government regulations and dental board standards.
- In collaboration with the dentist supervise the work of dental office staff to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- In collaboration with the dentist provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- In collaboration with the dentist implement practice policies, procedures, and service standards.
- In collaboration with the dentist discuss job performance problems with employees to identify causes and issues and to work on resolving problems.
- In collaboration with the dentist Train or instruct employees in job duties or company policies or arrange for training to be provided.
- In collaboration with the dentist Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.
- Review records or reports pertaining to activities such as production, time card, or shipping to verify details, monitor work activities, or evaluate performance.
- Coordinate and facility monthly meetings with entire practice.

Accounting and cash flow management

- Operate computers programmed to record, store, and analyze information.

- In collaboration with practice management consultant, create or improve systems
- Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Classify, record, and summarize numerical and financial data to compile and keep financial records.
- Receive, record, and bank cash, checks, and vouchers to ensure that the practice is utilizing its cash effectively.
- Work with accountant to provide data needed to produce monthly statements for the business and utilize these statements to maintain front and back office budget awareness
- Comply with federal, state, and company policies, procedures, and regulations.

Patient Care Management

- Create or improve upon systems for tracking patient care.
- This would include but is not limited to:
- Ensuring scheduled appointments are met,
- Communicating with team and dental laboratories to ensure patient records are complete and laboratory is completing contracted work on time
- Communicate with team and specialists to ensure patient is scheduled and follow up to ensure patient received necessary treatment.
- Oversee patient follow up efforts by all of staff to ensure customer satisfaction and patient engagement.

Misc.

- Coordinate marketing and print vendors
- Other duties as assigned

EDUCATION REQUIREMENTS

Bachelor's degree

PREVIOUS WORK EXPERIENCE

3-5 years of progressive office, accounting or customer service experience

1-2 years in a same or similar position

Previous dental industry experience is a plus

Previous experience working in small to mid-sized organizations preferred

LANGUAGE SKILLS

English and French; spoken and written.

COMPUTER SKILLS

- Microsoft Office

MATHEMATICAL SKILLS

- Basic business mathematic

REASONING ABILITY

- Must be able to logically and creatively approach all aspects of this position and provide the same when consulting with others. Ability to define problems, collect data, establish facts, and draw valid conclusions

OTHER SKILLS & ABILITIES

- Must work well in a team environment and present a professional demeanor.
- Must have experience building structure and systems to help a business run more efficiently.
- Motivated and entrepreneurial.
- Attention to details, ability to take direction & initiative is a must.
- Must be highly flexible, reliable and trustworthy. Confidentiality is of utmost importance.
- Ability to multi-task, prioritize and meet deadlines under tight time constraints and pressures are mandatory.

Physical Demands

Mostly sedentary position, normal bending, stooping and lifting required. Must be able to visually interpret written text, prepare written documents, communicate via telephone and use a variety of computer based business applications.

Work Environment

Office environment, normal noise levels, comfortable temperature, no extreme conditions. Professional attire required.

Number of people supervised

10 or more

Please note that the above statement is intended to describe the general nature and level of work being performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel in this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed and a position's duties & responsibilities may change over time as workflow necessitates.

Apply by email at : careers@DrChristianJChiasson.ca