Sample Job Descriptions

Job Descriptions are a **critical tool** for managing your employees by putting them on notice of the specific duties and requirements of their job. Accurate job descriptions enable you to powerfully respond to performance issues, assist in determining employee eligibility for a particular position, and respond appropriately to a request for a disability accommodation. Ideally you should have a job description for *every position in your office*. Employees should be provided a copy of the job description at the time of hire, and a copy retained in their personnel file. The following job descriptions *are provided as samples only*, and should be used as a basis for developing the accurate job descriptions for the positions in your office.

We have included the following sample descriptions for your office:

- Dental Assistant
- Dental Hygienist
- Front Desk Coordinator/Receptionist
- Patient Records Specialist
- Office Manager/Team Leader

Position Title: Dental Assistant **Effective Date:_____**

Position summary: Assist dentist, set up patient and equipment, and keep records. The purpose of this job description is to provide an outline of the duties and may be amended at anytime at the sole discretion of the practice.

Tasks: Prepare patient, sterilize and disinfect instruments, set up instrument trays, prepare materials, and assist dentist during dental procedures.

- The position requires that you participate in several surgical procedures each day.
- Record treatment information in patient records
- Take and record medical and dental histories and vital signs of patients.
- Assist dentist in management of medical and dental emergencies.
- The position requires that you participate in several surgical procedures each day.
- Provide postoperative instructions prescribed by dentist.
- Expose dental diagnostic x-rays.
- Assist dentist in management of medical and dental emergencies.
- Instruct patients in oral hygiene and plaque control programs.
- Make preliminary impressions for study casts and occlusal registrations for mounting study casts.
- Clean and polish removable appliances.

Work Activities:

- Assisting and Caring for Others — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- The position requires a positive attitude and a team player mindset (this is non-negotiable).
- The position of dental assistant is much like any position within the medical field where we deal with sensitive issues. You must be able to maintain the highest levels of confidentiality.
- The position requires that you will also need to have the stomach for blood and smells that may be unpleasant. This also means that you must learn and adhere to strict safety guidelines and procedures.
- Occasionally there may be some travel, by car or plane, required in order for you to participate in continuing education or seminars.
- As a dental assistant you will be standing most of the day. You must be able to do so and maintain a positive attitude and high level attention to detail.
- The position requires that you must be able to lift at least 35lbs.
- The position we are seeking to fill is an At Will hourly position and is subject to our office polices.
- You must be flexible and understand that your job duties may change from time to time and that you may be asked to “help out” in other areas of the office.

- The dental assistant position is one of support and requires you to excel in forward thinking and in anticipating the needs of the Doctor as well as the patient.

Skills:

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Speaking - Talking to others to convey information effectively.
- Coordination - Adjusting actions in relation to others' actions.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Equipment Maintenance - Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Attributes:

- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Expression - The ability to communicate information and ideas in writing so others will understand.
- Near Vision - The ability to see details at close range (within a few feet of the observer).
- Speech Clarity - The ability to speak clearly so others can understand you.
- Information Ordering - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Experience and Education:

Post-Secondary Certificate - awarded for training completed after high school (for example, in Personnel Services, Engineering-related Technologies, Vocational Home Economics, Construction Trades, Mechanics and Repairers, Precision Production Trades); None

Acknowledgement of Receipt by Employee:

_____	_____	_____
Printed Name	**Signature**	**Date Received**

Position Title: Dental Hygienist Effective Date: _____

Position summary: Clean teeth and examine oral areas, head, and neck for signs of oral disease. May educate patients on oral hygiene, take and develop X-rays, or apply fluoride or sealants. The position is an At Will hourly position and is subject to our office polices.

Tasks:

- Clean calcareous deposits, accretions, and stains from teeth and beneath margins of gums, using dental instruments.
- Apply fluorides and other cavity preventing agents to arrest dental decay.
- Expose and develop x-ray film.
- Provide clinical services and health education to improve and maintain oral health of school children.
- Feel lymph nodes under patient's chin to detect swelling or tenderness that could indicate presence of oral cancer.
- Examine gums, using probes, to locate periodontal recessed gums and signs of gum disease.

Work Activities:

- Assisting and Caring for Others — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- The position requires a positive attitude and a team player mindset (this is non-negotiable).
- The position of dental hygienist is much like any position within any medical field where we deal with sensitive issues. You must be able to maintain the highest levels of confidentiality.
- The position requires that you will also need to have the stomach for blood and smells that may be unpleasant. This also means that you must learn and adhere to strict safety guidelines and procedures.
- Occasionally there may be some travel, by car or plane, required in order for you to participate in continuing education or seminars.
- As a dental hygienist you will be standing most of the day. You must be able to do so and maintain a positive attitude and high level attention to detail.
- The position requires that you must be able to lift at least 35lbs.
- You must be flexible and understand that your job duties may change from time to time and that you may be asked to “help out” in other areas of the office.

Skills:

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking - Talking to others to convey information effectively.

- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making.
- Time Management - Managing one's own time and the time of others.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.

Attributes:

- Finger Dexterity - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.

- Near Vision - The ability to see details at close range (within a few feet of the observer).
- Manual Dexterity - The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Arm-Hand Steadiness - The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.

Experience and Education:

Associate's Degree (or other 2-year degree); None

Acknowledgement of Receipt by Employee:

_____	_____	_____
Printed Name	**Signature**	**Date Received**

Position Title: Receptionist/Front Desk Coordinator **Effective Date: _____**

Position summary: Answer inquiries and obtain information for general public, patients, visitors, and other interested parties. Provide information to callers; Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files.

Tasks:

- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Learn to operate new office technologies as they are developed and implemented.
- File and maintain records.
- Collect, sort, distribute and prepare mail, messages and courier deliveries.
- Provide information about the Practice, such as location of offices, employees within the organization, or services provided.
- Transmit information or documents to patients, using computer, mail, or facsimile machine.

Skills:

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking - Talking to others to convey information effectively and clearly.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation - Actively looking for ways to help people.
- Learning Strategies - Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.

Attributes:

- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Speech Recognition - The ability to identify and understand the speech of another person.
- Speech Clarity - The ability to speak clearly so others can understand you.
- Near Vision - The ability to see details at close range (within a few feet of the observer).
- Written Comprehension - The ability to read and understand information and ideas presented in writing.

Other Requirements:

- Occasionally there may be some travel, by car or plane, required in order for you to participate in continuing education or seminars.
- You must be flexible and understand that your job duties may change from time to time and that you may be asked to "help out" in other areas of the office.
- The position requires a positive attitude and a team player mindset.
- We take practice and patient confidentiality very seriously. You must be able to maintain high standards of confidentiality.
- The position is an At Will hourly position and is subject to our office polices.

Experience and Education:

High School Diploma (or GED or High School Equivalence Certificate); Over 1 year, up to and including 2 years

Acknowledgement of Receipt by Employee:

_____	_____	_____
Printed Name	**Signature**	**Date Received**

Position Title: Patient Records Specialist **Effective Date: _____**

Position summary:

Compile, process, and maintain records of clinic patients in a manner consistent with medical, dental, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.

Tasks:

- Protect the security of records to ensure that confidentiality is maintained.
- Release information to persons and agencies according to regulations.
- Review records for completeness, accuracy and compliance with regulations.
- Plan, develop, maintain and operate a variety of health record indexes and storage and retrieval systems to collect, classify, store and analyze information.
- Compile and maintain patients' medical records to document condition and treatment and to provide data for research or cost control and care improvement efforts.

Skills:

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Time Management - Managing one's own time and the time of others.
- Speaking - Talking to others to convey information effectively.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Instructing - Teaching others how to do something.

Attributes:

- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.

- Information Ordering - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

- Near Vision - The ability to see details at close range (within a few feet of the observer).

- Speech Clarity - The ability to speak clearly so others can understand you.

Other Requirements:

- Occasionally there may be some travel, by car or plane, required in order for you to participate in continuing education or seminars.

- You must be flexible and understand that your job duties may change from time to time and that you may be asked to "help out" in other areas of the office.

- The position requires a positive attitude and a team player mindset.

- We take practice and patient confidentiality very seriously. You must be able to maintain high standards of confidentiality.

- The position is an At Will hourly position and is subject to our office polices.

Experience and Education:

Some College Courses; Over 1 year, up to and including 2 years

Acknowledgement of Receipt by Employee:

_____	_____	_____
Printed Name	**Signature**	**Date Received**

Position Title: Office Manager/Team Leader **Effective Date: _____**

Position summary: Supervise and coordinate activities of staff. Plan, direct, and coordinate supportive services of the Practice, such as recordkeeping, mail distribution, patient reception, scheduling, billing, record keeping and other office support services. Oversee facility maintenance and custodial operations.

Tasks:

- Conduct orientation sessions and arrange on-the-job training for new hires.
- Analyze training needs to develop new training programs or modify and improve existing programs.
- Train workers in proper operational procedures and functions, and explain company policies.
- Conduct or arrange for ongoing technical training and personal development classes for staff members.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Coordinate staffing, scheduling and vacation requests.
- Acquire, distribute and store supplies.
- Monitor the Practice to ensure that it remains safe, secure, and well-maintained.
- Meet with the Doctor and any other supervisors to stay informed of changes affecting operations.
- Observe and evaluate workers' appearance and performance to ensure quality service and compliance with specifications.
- Inspect work areas and operating equipment to ensure conformance to established standards in areas such as cleanliness and maintenance.

Skills:

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Instructing - Teaching others how to do something.
- Service Orientation - Actively looking for ways to help people.