



Staff Job Description

DATE	POSITION #	POSITION TITLE
4/4/2019	FS9660	Lead Support-Dental Hygiene Clinic-Program

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Health & Human Services	Dental Hygiene	Support 4	FA9760

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: <input checked="" type="checkbox"/>	Bargaining Unit: ESP	Non-Bargaining: <input type="checkbox"/>	Provisional/Grant Funded: <input type="checkbox"/>	Temporary/Limited Duration: <input type="checkbox"/>
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Individual Position: <input checked="" type="checkbox"/>	Full-Time (40 hrs/wk): <input checked="" type="checkbox"/>	Part-Time: <input type="checkbox"/> ____ Hrs/Week	Pooled Position: <input type="checkbox"/>	Type here # of Employees if this position is pooled.
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JOB SUMMARY: This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.

Provide support and assistance to the program director, faculty, staff, students, potential students, dental clinic clients, and the general public. Coordinate office operations and provide leadership in support functions for the dental hygiene clinic and programs office. Following college policy and procedures, handle cash operations for the dental clinic, including fee collection, refund process, and partial payments.

DIRECT REPORTS: If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

Type here

ESSENTIAL DUTIES AND RESPONSIBILITIES: Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

%	NO.	Essential Duties and Responsibilities
25	1	Assist in managing, prioritizing, and delegating daily clerical front desk operations of the Dental Hygiene Program while providing exceptional customer service. Includes: working to fill the dental clinic appointment book from available resources (scheduling appointments), returning patient calls in a timely fashion, and maintaining patient files in an orderly fashion.
20	2	Coordinate and oversee daily office operations. Develop, implement, and manage office systems for improved workflow, data tracking, and to ensure compliance with college procedures and

%	NO.	Essential Duties and Responsibilities
		requirements. Problem solves, provide conflict resolution, and effectively communicate information to program director, staff, faculty, students, patients, and the general public for the smooth operation of the dental hygiene program and clinic. Act as a liaison across campus and within the division to ensure accurate information is communicated.
20	3	Provide administrative assistance to the program director (maintain confidential information, manage calendar, and assist with communication tasks). Provide assistance in support of the clinic (ordering supplies, clinic forms, patient management, maintaining the emergency kit, prepare and make deposits, order specific dental equipment as well as specialized dental equipment parts, send in small equipment for repair and arrange for repair and maintenance of program and clinic equipment). Maintain inventory of stored clinical and program items. Process disposal of outdated or non-useable equipment. Reconcile Concur expense reports and track expenses.
15	4	Administer and process paperwork to ensure efficient clinic office operation and compliance with College policies and procedures. Includes: daily deposit forms printed from dental software program, printing of future clinic patient appointments, mailing of patient letters as necessary, duplication of clinic forms as needed and duplication of radiographs for mailing purposes, maintaining and updating Marketplace software for patient credit card payments. Handle cash operations, including fee collection, refund process, partial payments. Run reports as requested by program director.
10	5	Assist with preparation of program budgets. Monitor program and clinic supply budget. Maintain correspondence, create and edit documents, reports, forms, databases, etc. Serve as co-advisor for Dental Hygiene club (assists with club deposits and ordering of fundraiser products).
5	6	Direct the work of dental hygiene students on desk rotation.
3	7	Maintain student and faculty documentation (immunizations, CPR, and pertinent information required for accreditation data). Maintain patient and student confidentiality regarding dental treatment. Includes: following all HIPAA and FERPA policies regarding patient records and student information.
2	8	Order textbooks, reference books and desk copies for faculty and program. Assist program director and faculty with copying, and ordering supplies for courses. Coordinate and prepare materials for student orientations for potential, new and returning students. Prepare documents and forms such as work requests and room requests, and make meeting arrangements for Dental Hygiene Advisory Board (mailings, confirmation of attendance, prepare minutes).
	9	Type here
	10	Type here

CORE COMPETENCIES: Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

KNOWLEDGE: Technical, specialized, disciplinary, industry-specific and/or operational knowledge or understanding required in your job.

- Knowledge of college departments, procedures, policies and resources
- Knowledge of office management
- Window based computer software (as well as clinic software) experience: word processing, databases, spreadsheets, college related programs – Banner systems: Finance, Student, Human Resources
- Working knowledge of proper billing and money handling procedures
- Knowledge of program admission guidelines
- Organizational, record keeping and proofreading skills

COMMUNICATION/INFLUENCE: Requirements for listening, verbal communication and/or written communication with others, and/or for educating, training, persuading, serving and/or otherwise influencing “customers”.

- Excellent written and verbal communication skills
- Ability to work effectively in a team environment



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- Professional telephone communication skills
- Ability to provide excellent customer service
- Ability to interact efficiently and effectively with college personnel, students and the general public
- Conflict resolution skills
- Effective listening skills
- Excellent student relationship skills

PROBLEM SOLVING: Thinking required by the job for evaluating, analyzing, creating, and reaching conclusions and the need to identify obstacles and develop applicable solutions.

- Ability to plan, prioritize, problem solve, analyze, make decisions and balance multiple tasks on a continuing basis
- Ability to learn and implement new systems
- Strong critical thinking, facilitation and conflict resolution skills
- Ongoing evaluation of procedures to ensure exceptional customer service.
- Must be able to react quickly and rationally to assist/give direction to administrators faculty, staff, students and patients with various problems

LEADERSHIP: Required ability to manage people, department(s) and/or operations and/or provide guidance/counsel to others.

- Provide professional support and guidance/counsel to faculty, administrators, students, and various other college offices
- Manage faculty/administrator requests and workload in a fast paced environment.
- Ability to create positive working and learning environment for office staff to maximize work effectiveness and employee loyalty
- Training and staff management skills

OTHER: Other applicable skills and abilities not mentioned above.

- Ability to adapt to changing situations to meet the needs of the students and program
- Attention to detail
- Assure confidentiality of correspondence and student and faculty records, etc.
- Ability to meet the needs of others
- Ability to organize multiple tasks and assignments
- Ability to work independently and as a team member
- Commitment to College vision.

EDUCATIONAL/EXPERIENCE REQUIREMENTS: Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.

Required

- Associate degree from a regionally accredited college or university, or an equivalent combination of education and relatable experience.
- Some office experience required.
- Software systems and leadership skills.
- Proficient multi-line phone experience.
- Excellent written and verbal communication skills.
- Excellent customer service skills.

Preferred

- Knowledge of medical-dental terminology
- Some dental office experience preferred
- Advanced knowledge of database and spreadsheet creation and maintenance.

PHYSICAL AND MENTAL REQUIREMENTS: Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

WORK ENVIRONMENT: Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Go to the ADA Checklist

SIGNATURES

Supervisor's Name: Elizabeth Burger **Supervisor's Signature:** Elizabeth Burger **Date:** 4/4/2019

Dean/ELT's Name: Margherita Clark **Dean/ELT's Signature:**  **Date:** 4/4/2019

HR Rep: Sydney Glasscoe **HR Rep Signature:**  **Date:** 4/8/19



Staff Job Description

ADA COMPLIANCE JOB DESCRIPTION CHECKLIST *(The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

Position #: FS9660

Date: 4/4/2019

Supervisor's Position #: FA9760

Materials Used:

- Computer keyboard, mouse, screen
- Various software
- Telephone, cell phone, mobile device
- Paper and pencil/pen
- Projector or other audiovisual equipment
- Copier, scanner, fax
- Carpentry equipment
- Electrical equipment
- Plumbing equipment
- Other: [Click or tap here to enter text.](#)

Mental Functions:

- Comparing (compare/contrast data, people, other data)
- Synthesizing (combine data, concepts, interpretations)
- Computing (math calculations or carrying out formula operations)
- Compiling (gathering, classifying, evaluating data, people, other data)
- Copying (entering, posting, transcribing data)
- Analyzing (examining, testing data, presenting alternatives)

Audio/Visual/Aural Functions:

- Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference)
- Near acuity (at 20 inches or less when accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)

- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up/down and right/left)
- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- Climbing
- Kneeling
- Reaching
- Balancing
- Crouching
- Grasping
- Stooping
- Crawling
- Picking/Typing/Keyboarding
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)
- Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)
- Medium (exert 21-50 lbs of force, walk/stand frequently)
- Heavy (exert 51-100 lbs of force, walk/stand routinely)
- Very Heavy (exert over 100 lbs of force, walk/stand routinely)

Environmental Conditions

- Weather (rain, snow, wind)
- Extreme cold (inside, outside)
- Extreme heat (inside, outside)
- Confined/restricted spaces
- Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)
- Vibrations
- Extreme noises