



DENTAL PRACTICE MANAGER

Job Requisition #19-0108
Location: **Riverside Health Center**
Application Deadline: **Until Filled**

Hours Per Week: **40**
Status: **Full Time**
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. For over 45 years, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care.

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer.

Essential Duties

The Practice Manager is responsible for the daily administrative operations of CHCB's patient care, ensuring clinics provide efficient, quality care. The Practice Manager provides mission and quality-driven leadership that engages staff and focuses on creating the optimal patient experience..

Basic Qualifications

- Minimum of three years' experience in a supervisory role, preferably within a dental office.
- Associate's degree preferred in healthcare administration, management, business or related field.
- Comprehensive understanding of HIPAA & privacy law for dental professionals.
- Comprehensive understanding of CMS compliance & regulatory requirements for dental care.

Knowledge, Skills & Ability

- Responsible for key performance areas of the practice including annual budgeting, staffing & resource levels, & patient schedules.
- Collaborates with dental leadership on dental support staff performance & management.
- Fosters a unique site culture within budget, state & federal guidelines, to create a productive, team-oriented work environment.
- Coaches & mentors staff by example & through clearly communicated expectations, action plans, & regular feedback.
- Ensures efficient patient flow to maximize patient experience & provider access through coordination with hygiene, dental providers & dental assistants.
- Responsible for the resolution for patient complaints; works with patients to address concerns & escalates them organizationally as needed.
- Manages expenses to budget via financial reports, & addresses variances to maintain financial stability.
- Fills provider schedules to ensure revenue optimization, working with clinicians to communicate patient visit targets to reach budget goals.
- Facilitates the resolution of patient billing issues presenting as front-end process errors as needed.
- Responsible for report management for essential billing processes, to ensure timely & accurate revenue collections.

To apply for this position, please send a resume and cover letter to: HR@CHCB.org

The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

Learn More! See our Website at www.chcb.org/careers/positions-available