# State College of Florida, Manatee-Sarasota

## Job Description

**Job Title:** Dental Hygiene Clinic Manager  
**Reports to:** Program Director  
**FLSA Status:** Salaried Exempt  
**Level:** E18  
**Position Class:**

### Job Summary:
Oversees the day to day operation of the Dental Hygiene Clinic under the supervision of the Program Director. Maintains and organizes inventory, equipment, and orders clinic supplies. Manages and oversees the maintenance of the Dental Hygiene Clinic facility. Assists in compliance with safety and privacy programs as defined by the College and State of Florida. Supervises students and manages patients.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

### Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Provides general oversight of the Dental Hygiene Clinic, maintaining a safe and effective learning and health care delivery environment for students, faculty, and patients; while maintaining compliance with the highest standards for a health care facility i.e.: monitoring of autoclaves, biohazard waste control, drug kit and oxygen management.

2. Informs faculty and students of changes in policies and procedures as appropriate and acts as the first person to clarify policies and procedures when questions arise.

3. Manages clinical faculty, students, and patients. Handles conflicts that may arise. Liaison between instructors and students. Provides a second opinion on the classification of patients when needed.

4. Keeps equipment in good running order, acting onsite to address minor problems, facilitating Repair (PO's, repairmen) etc. for major problems.

5. Maintains student clinical grades and Clinic hours on Excel spreadsheets, distributes to students and program director weekly.

6. Informs faculty and program director of students who are having difficulty with:  
   - Obtaining patient numbers
• Successfully completing skill evaluations
• Low grade averages of graded areas such as: assessment, scale, polish, fluoride, professionalism or ethical issues

7. Advises students who are having difficulty with:
   • Obtaining patient numbers
   • Successfully completing skill evaluations
   • Low grade averages of graded areas such as: assessment, scale, polish, fluoride, professionalism or ethical issues

8. Assists the OSHA officer in maintaining the OSHA standards in the dental clinic, training of key personnel as needed, and record keeping. Responsible for chart audits, HIPAA, and maintenance of SDS sheets.

9. Maintains inventories and orders clinical supplies through computer programs, keeping within the Clinic budget.

10. Supervises students in patient management, chart entries, skill evaluations, and x-rays techniques when needed.

11. Supervises the sterilization area and trains/educates students as appropriate.

12. Collects patient fees for services rendered, records financial transactions in patient’s computerized records, Eaglesoft computer program, balances end of day collections and reconciles balances with the College cashier.

13. Acts as receptionist for the Dental Hygiene Clinic answers patient phone calls, schedules patients for the students, addresses patient’s concerns, etc.


**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• **Education/Experience:**
  A dental hygienist with a Bachelor’s degree in a related field and five years’ experience as a dental hygienist. Previous office experience and experience tutoring and/or teaching college students are preferred.

• **Supervisory Experience:**
  One or more years of experience as a “lead” employee, with responsibility for scheduling and assigning work, training new employees, and assisting others with problems, is required.

• **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write routine reports, business correspondence, and procedure manuals. Ability to effectively present information and
respond to questions from groups and individuals including patients, faculty, students, or the general public in formal presentations and informal conversations, in person or over the telephone.

- **Math Ability:**
  Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume and distance. (Except in math and science labs).

  In math and science labs, the following is required:

  Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  Intermediate knowledge of word processing, spreadsheets, internet and e-mail. Additional knowledge of discipline specific software. Must be proficient in current College e-mail, database and other College required software including Eaglesoft or other dental computerized programs. Must remain current with technology changes.

- **Certificates and Licenses:**
  CPR trained.

**Responsibility for People and Property:**
Responsibility for routine maintenance of clinic/lab equipment. Performs work as “lead” employee for clinic/laboratory staff, students, and patients. Responsible for collection, documentation, and transport of fees to the College cashier. Orders, distributes, and submits payment for supplies to the clinic.

**Responsibility for Communication:**
- **Internal Contacts:**
  Routine contact with students, facilities, faculty and instructional administrative staff: frequent contact with other State College of Florida, Manatee-Sarasota administrative and support departments.

- **External Contacts:**
  Frequent contact with vendors; occasional contact with prospective students, general public, and professionals appropriate for discipline.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may
be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use manual dexterity and talk or hear. The employee is frequently required to stand, walk and reach with hands and arms. The employee is occasionally required to sit and climb or balance. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Service Excellence:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellence standards as listed:

   **RESPECTFUL**
   - Act in a courteous manner
   - Actively listen to gain full understanding
   - Demonstrate awareness of “everything speaks”
   - Show empathy and caring

   **RESPONSIVE**
   - Approach people in an inviting and pleasing manner
   - Take ownership of actions and decisions
   - Plan, anticipate, and be forward thinking
   - Answer and return phone calls and emails
   - Use proper communication etiquette
   - Banish the phrase “not my job”
   - Provide assistance to all inquiries and follow through

   **ACCURATE**
   - Do it right the first time
   - Be knowledgeable of product and how it interfaces with others
   - Ask probing questions
   - Use resources effectively and efficiently
COLLABORATIVE
Participate in teams
Develop team skill sets
Learn available resources to be responsive to your constituents
Develop internal and/or external connections

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

Approvals:
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<th>Title</th>
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<td>Preparing Manager</td>
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