

## Practice Administrator Responsibilities

- Overall coordination of the business desk. Knowledgeable about all tasks/responsibilities at the desk.
- Meet regularly with the dentist(s) and clinical coordinator(s).
- Manage business area staffing needs, including initial interviews of prospective staff members. Coordinate business staff orientation and training.
- Make recommendations about business staff performance appraisals, discipline, or dismissal.
- Maintain business employee records including work hours, vacation, CE credits, training, etc.
- Administer employee benefits, including those for clinical staff.
- Maintain updated personnel/office manual.
- Schedule staff meetings. Manage implementation of ideas and plans generated during meetings.
- Encourage plans for office social events, staff birthdays, patient parties, etc.
- Facilitate staff communication; be the "BIG EAR" and, when necessary, the mediator.
- Answer patients' questions concerning office procedures, financial matters, insurance, etc.
- Coordinate payment of taxes for the practice with the practice accountant.
- Help the dentist plan and maintain production, collection, budget, and growth goals for the practice.
- Monitor practice statistics and review numbers regularly with the dentist.
- Manage accounts payable.
- Oversee the practice website and other online presences, outsourcing the hands-on work if necessary.
- Make certain all forms, letters, and other paper work are correct, neat, and updated as necessary.
- Monitor daily deposits and reconcile monthly bank statements before giving to the accountant.
- Manage ordering of business supplies, working closely with the clinical staff member who orders operatory supplies.
- Schedule repairmen, deliveries, travel for the dentist(s), etc.
- Maintain office calendar.
- Work to free the dentist from administrative details so that he/she may be more productive at the chair.
- Answer correspondence for the dentist when he/she asks.
- Maintain confidentiality concerning all office business and staff interpersonal relationships.
- Make patients feel like friends.

The Practice Administrator can assume responsibility for these duties without actually performing all of the tasks. The Administrator needs help and support from the other team members as well as contracted resource people.