

CLINICAL ASSISTANT

We're looking to add team members to our successful private dental practice. As our patients first point of contact, you'll be the friendly voice of Your Oviedo Dentist, providing exceptional customer service and clinical support. We'll rely on you to listen to our patients and use your real passion for customer service to meet their needs. Because we believe our individual skills, backgrounds, and passions help us pioneer a new kind of dentistry, we'll train you to be the best. We believe in creating a positive company culture that embraces personal growth, team work and high levels of trust among team members. We see a bright future ahead for Your Oviedo Dentist and we look forward to finding the right people to join us on our journey.

JOB TITLE: Clinical Assistant

EMPLOYER: Your Oviedo Dentist

DEPARTMENT: Hygiene and Assistant Teams

REPORTS TO: Director of Clinical Operations

STATISTIC RESPONSIBLE FOR: 95% Full Hygiene Schedule

SCHEDULE: M,T,W,TH,F 8:30-5:30PM (1 HOUR LUNCH)

SUMMARY: You're a problem solver and can easily connect with patients! Your ability to multitask allows you to prioritize your time for maximum efficiency. We will train you to uphold compliance with infection and hazard control protocols as established by OSHA and office standards. You have excellent verbal and written communication skills. Most importantly, you are here to provide the highest level of support to the clinical team and an incredible customer experience. You must have the ability to work Monday through Friday until 5:30pm.

DUTIES & RESPONSIBILITIES:

- Sterilize instruments & clinical operatories (doctor and hygiene)
 - Help facilitate same-day treatment (doctor and hygiene)
 - Assist with data capture during hygiene appointments (perio charting and xray help)
 - Scheduling Appointments if requested by clinical team (doctor and hygiene)
 - Maintain cleanliness, organize and stock the central sterilization area
 - Fulfilling patient and clinical team requests via blue note (Doctors to exams, Tech support, help with check out, etc)
 - Presentation of next priority treatment as needed
 - Handling & processing payments & refunds as needed per clinical team
 - Calling to fill hygiene schedule
 - Documentation in practice management software as needed
 - Patients, lab and supplier communication via phone calls & texts
 - Compliance with infection and hazard control protocols as established by OSHA and office standards
 - Entering & reporting on individual & department statistics (if applicable)
 - Laundry and bagging snuggies
 - Reviewing medical history and blood pressure if requested by clinical team
 - Help with managing and tracking lab system if requested by clinical team
 - Taking and pouring impressions as requested by clinical team
 - Cleaning rooms to OSHA standards
 - Stocking rooms | Unpacking and organizing inventory and dental supplies
 - Creating treatment plans
 - Open and closing duties (including taking out all trash)
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COMPETENCIES:

- **Diversity**- Demonstrates knowledge of EEO policy; Shows respect & sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics**- Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values
- **Teamwork**- Balances team and individual responsibilities; Exhibits objectivity and openness to others views; Gives and welcomes feedback; Approaches others in a tactful manner; Reacts well under pressure; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objective; Supports everyone's efforts to succeed.

QUALIFICATIONS:

- High School diploma or general education degree (GED) required
 - Dental Radiology Certified preferred (not required)
 - Availability to work evenings until 7pm and Saturdays until 1pm when necessary
 - **Customer Service**- Manages difficult or emotional customer situations; Responds promptly to customer needs; solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
 - **Adaptability**- Adapts to changes in the work environment; Manages competing demands; Changes approach to method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
 - **Dependability** – Follows instructions, responds to management directions, takes responsibility for own actions, keeps commitments; commits to modifying work schedule when necessary to reach individual and company's goals, completes tasks on time.
 - **Efficiency**- Prioritizes and plans work activities to maximize productivity; Monitors own work to ensure
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PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continuously required to stand
- Occasionally required to sit
- Frequently required to walk
- Continually required to talk or hear
- Frequently required to utilize hand and finger dexterity
- Occasionally required to work near moving mechanical parts
- The employee must occasionally lift and/or move more than 35 lbs
- While performing the duties of this job, the noise level in the work environment is usually moderate
- Continuously exposed to bloodborne and airborne pathogens or infectious materials

COMPANY DESCRIPTION:

Your Oviedo Dentist is a private dental practice serving the Central Florida community over the last 12 years. Founded in 2007 by Dr. Angel Lopez, Your Oviedo Dentist has grown into a 14 operator practice with specialties in Periodontics, Cosmetic, and Implant dentistry. Along with Dr. Lopez, we are fortunate enough to employ an outstanding team of associates including 3 general dentists and 1 board certified periodontist.

We live our mission of “caring for you, so together we can care for others,” every day and we strive to provide an exceptional patient experience at every visit. Our talented team of dental professionals have helped us earn over 2,000 5-star patient reviews! We’ve created a family-like culture that thrives on setting high goals and achieving them together. We have fun at work and you’ll find that we celebrate wins both big and small.

We have BIG plans for the future and hope to expand into multiple locations over the next 5-10 years and plan to fill all management and leadership positions from within. If you are an accountable, growth minded individual looking for a long term career, you will thrive here at Your Oviedo Dentist.

The above is intended to describe the general content of an requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts managements right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.