Job Title: Office Manager  
Department: Operations  
Status: Full-time, exempt  
Reports To: Regional Manager  
Supervises: Office Team; Hygienist, Dental Assistant(s), Lab Technician and Patient Service Representative(s)  
Revision Date: December 2008

This Job Description identifies the major responsibilities for this position. It does not include all aspects of this position such as potential duties assigned by supervisors and requirements for flexibility.

POSITION SUMMARY
The Office Manager will enthusiastically lead and manage overall operations of the dental office. This position is accountable for achieving financial goals and attaining sustainable business results focusing specifically on revenue, profit, and practice growth for the office. The Office Manager contributes to Aspen Dental’s continued success by passionately executing the company’s business model; promoting the company culture, mission and values; and ensuring consistent compliance with all key company programs, operating initiatives, and Monthly Operational Reviews. The Office Manager is directly responsible for the management of the day-to-day business operations through directing and developing a high performing office team and cultivating positive relationships with our doctors. The Office Manager champions behaviors to drive superior levels of patient service and employee satisfaction while striving continuously to improve results.

SPECIFIC RESPONSIBILITIES
Leadership & Management
- Takes personal ownership of business portraying a positive role model through professional dress, demeanor, and language
- Leads by example and motivates diverse teams with self-confidence at all times by exemplifying the company vision, mission, values, and culture
- Creates a respectful workplace and is accessible, open to new ideas, and respectful of the opinions of others, fostering a cooperative and collaborative environment
- Takes initiative, holding team and self accountable to the highest standards of performance and behavior
- Provides superior patient service demonstrating responsiveness and sensitivity to patient needs with urgency to resolve any patient dissatisfaction in accordance with patient needs, company policies and procedures, government regulations and dental board standards
- Effectively executes promotional events/contests and attains expected results
- Adapts leadership style to effectively deal with different situations and people, responding professionally when confronted with changes, adversity, and other work related pressures
- Listens, influences, and negotiates effectively

Results Orientation
- The OM’s primary responsibilities are Patient Commitment and Establishing Strong Doctor Relationships. Focus on these two areas will greatly assist with results.
- Responsible for achieving all budgeted goals and objectives
- Demonstrates perseverance and a quality work ethic by a willingness to learn and invest the time to achieve results
- Strives continuously to improve results by addressing coaching opportunities, training, and administers, and celebrating to support continuous improvement
- Strives continuously to improve results by addressing coaching and training opportunities. Administers rewards to support continuous improvement
- Demonstrates high standards by challenging the status quo by developing and establishing improvement goals aligned with organizational objectives
- Adapts to changing business conditions and quickly develops the actions to produce results.

Talent Management
- Ability to objectively assess current team members and provide honest, constructive and consistent feedback
- Recruits, interviews, and hires people with high standards and works to retain strong performers
- Creates and implements a people-plan that ensures the promotion of internal candidates, improves retention, and builds bench strength
- Places a priority on filling open positions.
- Develops and retains key talent and ensures people have the ability to grow and develop professionally
- Assesses peoplepower needs, develops recruitment strategies, creates action plans, and partners with Regional Manager to ensure staffing goals are met.
Team Effectiveness
- Inspires office enthusiasm during morning huddles and monthly meetings.
- Develops close, trusting, and positive relationships with doctors.
- Fosters an environment that encourages cooperation and unity, developing strong, positive relationships with Doctors, Hygienists, Lab Techs, Dental Assistants and PSR(s).
- Maximizes office team performance through consistent and effective coaching and feedback.
- Ensures high quality products through well-trained lab teams and compliance to standardized procedures.
- Acts as a team player and values others’ opinions.
- Confronts performance issues quickly and constructively.
- Fosters teamwork and collaboration within territory and across business units to support company strategies.

Decision Making & Problem Solving
- Identifies and analyzes the right issues and opportunities by creating long term strategies and short term tactics to resolve issues.
- Ensures appropriate doctor coverage to meet patient demands as well as grow the practice.
- Proactively takes calculated risks and quickly implements changes to improve operational performance.
- Anticipates and constructively resolves conflicts by being persuasive, building consensus, and using good judgment.
- Involves the right people in developing cross-functional alternatives and solutions.
- Balances both short and long term issues effectively and handles conflicting priorities.

Planning & Executional Effectiveness
- Executes company business model, standards, processes, and procedures to ensure quality of service and a consistent brand experience.
- Ensures offices present to company standards through compliance with visual imagery of clean & friendly offices, and compliance with OSHA and regulatory practices.
- Develops and implements a regional action plan to drive the critical elements of company priorities.
- Prioritizes, delegates work appropriately, and accomplishes multiple tasks and priorities effectively focusing attention on high impact and opportunity offices through follow-up, ensuring successful execution in agreed-upon timeframes.
- Establishes and maintains a follow-up system to manage commitments, deadlines, and paperwork.
- Responsible for enforcing the proper and timely processing of all office accounting functions.

Communication Skills
- Clearly conveys concepts, initiatives, procedures with concise and consistent communications.
- Effectively conducts meetings and makes presentations.
- Actively listens and comprehends the issues and needs of others.
- Clearly communicates issues and works collaboratively with cross-functional departments.
- Thoughtful communicator and fosters open communication in both group settings and one-on-one.
- Interacts professionally and effectively through clear and concise verbal and written communication.

Business Knowledge
- Possesses understanding of all aspects of the business necessary to perform the job.
- Applies knowledge of financial statements to enhance job performance to improve productivity, drive revenue, and/or control expenses.
- Has a clear understanding of the selling model (i.e.; consults, financing).
- Understands and uses basic computer applications.
- Knows the geographic and competitive issues specific to region. (i.e.; advertising, economy, people, etc.)
- Maintains a safe working environment without compromise.

PERSONAL CHARACTERISTICS
- High standards for integrity, honesty, professionalism, and work ethic.
- Commitment to service excellence.
- Ability and willingness to move with purpose and a strong sense of urgency.
- Self-motivated, positive, and enthusiastic.
- Self-starter with a strong desire to exceed expectations and capable of leading, directing, and supporting a team to achieve successful results.
- Maintains confidentiality discretion.
- Ability to effectively work in collaboration with others to achieve business objectives.
- Willing to grow and be challenged.

SKILLS & EDUCATION
- A Bachelor’s degree is preferred or commensurate work experience that is typically achieved with multi-unit exposure.
- Experience in multi-unit management, ideally in retail, healthcare, service, or dental industries is preferred.
- Financial analysis abilities with a profit and loss orientation.
- Computer Literacy, i.e.; Proficient with basic applications including MS Outlook, Word, Excel, and PowerPoint.
- Understands and is able to apply basic principles of Retail operating standards

**REPORTING RELATIONSHIPS**
- Directly supported by, and reporting to the Regional Manager.
- Directly supports Managing Clinical Director, Associate and Office staff.

**TRAVEL REQUIREMENTS**
- Ability to travel using personal car to cover other offices as needed.
- Occasional overnight including business meetings