

## DENTAL CLINIC CLERK SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>	<b>Last Action</b>
0762	Dental Clinic Clerk I	12	445	6 mo.	09/01/07	Rev.
0763	Dental Clinic Clerk II	12	445	6 mo.	09/01/07	Rev.
4729	Dental Unit Coordinator	12	445	6 mo.	09/01/07	Rev.

### *Promotional Line: 15*

#### Series Narrative

Employees in positions allocated to this series perform a variety of patient-related dental support functions such as establishing and maintaining dental charts, completing treatment related forms, and transcribing dental staff/student notes and orders. They assist in and/or coordinate arrangements for patient treatment such as clinical and medical test appointments, and for efficient space utilization for the clinical phases of dental student instruction. They maintain the master schedule for the proper rotation of dental students and/or dental assistant trainees through the required clinical phases of their academic instruction. They serve as an essential link between their assigned dental care unit and various services and staff.

#### DESCRIPTIONS OF LEVELS OF WORK

##### **Level I: Dental Clinic Clerk I**

**0762**

Employees at this level work in an assigned dental patient unit of a dental clinic performing routine clerical functions including the transcription of dental staff/student orders and notes.

A Dental Clinic Clerk I typically –

1. completes treatment forms and documents to assist with the progression of care of patients
2. verifies treatment forms and records for completeness and appropriate signatures; locates and/or monitors the location of dental charts; may receive and record payments
3. answers, screens, and routes telephone inquiries; receives, records, and transmits messages from various departments concerning patient treatment
4. prepares summary reports, as requested; establishes new files and maintains existing files and records system
5. performs other related duties as assigned

**Level II: Dental Clinic Clerk II****0763**

Employees at this level work in an assigned dental patient unit of a dental clinic performing a full range of clerical functions including the transcription of dental staff/student orders and notes. They may be responsible for training assigned clerical personnel. As required, perform duties of Dental Clinic Clerk I.

A Dental Clinic Clerk II typically –

1. codes, stores, and retrieves information concerning a patient's dental treatment record either manually or via a computer information system
2. schedules appointments and consultations for patients; schedules business appointments for staff
3. responds to routine questions from patients and their families, and the dental staff and students
4. orders clerical supplies and, upon request, clinical supplies, monitors supply levels and usage
5. assists faculty and staff in the orientation of new employees, students, and staff to the procedures of the unit
6. performs other related duties as assigned

**Level III: Dental Unit Coordinator****4729**

Employees at this level direct and coordinate ancillary services for the entire dental clinic operation. They supervise Dental Clinic Clerks or other clerical personnel involved in student scheduling and patient flow through the clinic.

A Dental Unit Coordinator typically –

1. is responsible for maintaining, reviewing and evaluating the system of records management and procedures regarding the progress of dental care treatment for all patients at the dental clinic
2. serves as the liaison between the dental clinic staff, faculty, students and dental patients to insure timely patient care in conjunction with student's completion of required clinical phases of instruction
3. assists the administration in developing and/or reviewing clinical policies, standards, and methods of operation (such as effective space utilization to prevent peak work load periods)
4. maintains effective procedures for inventory control of the dental clinic equipment
5. selects, trains, evaluates, disciplines and recommends termination of Dental Clinic Clerks; assigns and plans work for those levels
6. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Dental Clinic Clerk I****0762**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. 12 months experience as a chairside Dental Assistant in a dental clinic facility, program, or in general dentistry practice
3. Certification as a Certified Dental Assistant by the Dental Assisting National Board, if required by the employing institution

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge of dental techniques, terminology and practice
2. Ability to type 30 net wpm
3. Ability to operate desktop computer

**Level II: Dental Clinic Clerk II****0763**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. (A) 12 months as Dental Clinic Clerk I

OR

- (B) 24 months experience as a chairside Dental Assistant in a Dental Clinic, or in general dentistry practice
3. Certification as a Certified Dental Assistant by the Dental Assisting National Board, if required by the employing institution

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge of dental techniques, terminology and practice
2. Ability to type 30 net wpm
3. Written and oral communication skills
4. Interpersonal skills

5. Ability to operate desktop computer

**Level III: Dental Unit Coordinator****4729****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. (A) 24 months as Dental Clinic Clerk II

OR

- (B) 36 months as a chairside Dental Assistant in a dental clinic or in general dentistry practice
2. Certification as a Certified Dental Assistant by the Dental Assisting National Board, if required by the employing institution

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. Knowledge of dental techniques, terminology and practice
2. Written and oral communication skills
3. Interpersonal skills
4. Ability to supervise
5. Ability to perform independently
6. Ability to operate desktop computer