



Dental Office Manager

Waimānalo Health Center is dedicated to offering employees an exceptional work environment and offers competitive salaries and benefits. We are seeking a dedicated, talented, and team-oriented Dental Assistant to join our `ohana in supporting our mission and values.

Mission

Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

Vision

Waimānalo Health Center is dedicated to the continuous advancement in quality healthcare while assuring universal access for all. We believe that our values of Aloha, Mālama I Ka Pono, Mālama I Ka `Ohana, and Mālama I Ka `Āina, enable our patient-centered healthcare home services to deeply focus on the shared role of healing oneself, `ohana, community, and `āina over generations.

Core Values and Guiding Principles

Waimānalo Health Center welcomes all members of the Ko'olaupoko community to access our holistic services ranging from traditional Hawaiian healing practices to Western medicine.

Aloha: We listen to people with our full attention, seeking to know them and understand their health care and wellness needs and aspirations for themselves, their family and community. We will respond, to the best of our abilities, as caring, compassionate, engaged, and professional partners in healthcare.

Mālama I Ka Pono: We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

Mālama I Ka `Ohana: We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua'a of Waimānalo throughout Ko'olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Mālama I Ka `Āina:** We understand the importance of one's sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one's cultural connectedness to the `āina of Hawai'i. Ka Mauli O Ka `Āina A He Mauli Kānaka: The Life of the Land is the Life of the People

Summary

The Dental Office Manager provides for the oversight of efficient patient scheduling, billing, and treatment plan financial coordination. This position serves the Dental Director in coordinating patient registration, flow, timely care delivery, and assists patients with financial matters. This position directly supervises the work of the Dental Patient Service Representatives and Dental Biller.

Benefits

- Health Benefits (Medical, Dental Drug, Vision)
- Employee Retirement Savings Plan 403(b) – Employer matches 66.67% of employee's contribution up to a maximum of 6% of employee wages after six months of employment.
- Flexible Spending Program
- Paid Holidays – 9 Full days and 2 Half Days
- Paid Time Off (PTO): Accrual based on working 40 hours per week
 - 1 to 3 years – Max. Accrual = 152 hours
 - 3 to 8 years – Max. Accrual = 200 hours
 - 8 to 13 years – Max. Accrual = 248 hours
 - 13 + years – Max. Accrual = 296 hours
- Paid Wellness Hours (2 hours per pay period based on FTE)
- Wellness Bucks – Up to \$200 annually
- Bereavement Leave
- Makahiki – Employee Appreciation Day
- Jury Duty Pay, Casual Dress Friday, Longevity Benefit After 5 or more years of service
- Tuition Assistance Program
- Discounted Medical,
- Dental and Vision services provided by WHC Employee Assistance Program (EAP)
- Group Term Life Insurance Supplemental Group Term Life Insurance & AD&D Insurance
- Lifestyle Benefits
- Free Parking

Qualifications

Education/Experience

1. Prior dental office management experience required.
2. 3-5+ years dental leadership experience preferred.
3. Bachelor's degree in Business, Healthcare Administration, or related field preferred.

Competency

- Ability to interact and communicate effectively, respectfully and sensitively to patients, team members, WHC staff members.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to use the computer and programs such as EPIC and Microsoft Office 365
- Ability to work effectively as a team with administrative and clinical staff.
- Ability to interpret the given dental schedule and manage time
- Ability to work within appropriate time frames
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to understand and explain dental insurance benefits, eligibility, claims processing, and patient financial responsibility.
- Knowledge of dental billing, collections, accounts receivable management, payment posting, and revenue cycle operations.
- Ability to analyze financial reports, monitor collections performance, and support budget management activities.
- Ability to coach, mentor, evaluate, and develop employees while addressing performance concerns in a professional manner.

- Knowledge of HIPAA, OSHA, infection control standards, and healthcare regulatory compliance requirements.
- Ability to resolve patient concerns and complaints while maintaining positive patient relationships.
- Ability to monitor and analyze operational performance indicators and implement workflow improvements.
- Experience using dental management software and electronic health record systems.
- Ability to identify inefficiencies, implement workflow improvements, and support departmental strategic goals.
- Ability to coordinate vendors, manage supplies, and monitor inventory levels to support clinic operations.

Certificates, Licenses, Registration

- Two-Step Tuberculosis clearance within the past one year is required.

Apply at [Waimanalo Health Center | Career Opportunities](#)