

Business Coordinator

Many dentists find it helpful to develop the role of Business Coordinator. (The title Practice Administrator may be used to describe the scope of this role.) This position is particularly useful in offices with several doctors and more than six or seven staff members. Those staff members who most successfully fill a coordinator's position realize that coordinators are coaches, "cheerleaders", wheel-greasers, good listeners, advisers, confidants, rather than BOSSES. They subscribe to the philosophy of "servant leadership", leading/pulling by example rather than pushing/prodding other staff members into good work patterns.

The Business Coordinator is often an experienced, senior staff member who shows leadership skills and enjoys using her/his initiative. Edit the following outline to suit your office.

Business Coordinator/Practice Administrator Responsibilities

The Business Coordinator is often developed from among current long-term, experienced business staff members. Occasionally a Business Coordinator is hired from outside the practice; someone with previous dental practice management experience is ideal.

- 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, or insurance.
- 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.
- Monitor accounts payable.
- Make certain all forms, letters, and other paperwork used in the practice are correct, neat, and updated as necessary. Administer the online presence for the practice.
- Coordinate all electronic communications within the practice. Interact with the information technology (IT) person.
- 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 repairs, maintenance, deliveries, etc. for the office.
- 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.
- Take care of any personal business the dentist delegates.
- Maintain confidentiality concerning all office business and relationships.
- Make patients feel like friends.

The Business Coordinator can assume responsibility for these duties without actually performing all of the tasks. The Coordinator may need help from the other team members to accomplish all tasks.