

# Office Manager

ARCHES DENTAL CARE | INDIAN LAND SC

|                          |                                                                        |
|--------------------------|------------------------------------------------------------------------|
| <b>Classification:</b>   | Full-Time, Exempt                                                      |
| <b>Reports To:</b>       | Practice Owners (Dr. Aakar Chokshi & Dr. Bhrita Parikh)                |
| <b>Direct Reports:</b>   | Treatment Coordinator, Front Office Coordinator, Lead Dental Assistant |
| <b>Indirect Reports:</b> | Dental Assistants (via Lead Dental Assistant), Hygienists              |
| <b>Schedule:</b>         | Mon–Tue– Wed– Fri– 8am–5pm   Thurs– 8-12pm                             |
| <b>Website:</b>          | archesdentalcare.com                                                   |

## POSITION OVERVIEW

The Office Manager at ARCHES DENTAL CARE is the operational heartbeat of the practice. This is a leadership role responsible for ensuring that every aspect of the business — from patient experience and team performance to financial health and daily workflow — runs at the highest level. The Office Manager serves as the primary bridge between the clinical team and the administrative staff, and directly supports the doctors in executing their vision for a premier dental practice in Indian land, SC.

The Office Manager oversees the full team, including the Lead Dental Assistant who directly manages the dental assistant team day-to-day. This structure allows the Office Manager to maintain high-level visibility across all clinical and administrative operations while empowering the Lead Dental Assistant to own the clinical floor. This role requires someone who is equally comfortable analyzing a daily production report, coaching a team member through a difficult conversation, and rolling up their sleeves to help where needed. The ideal candidate is a servant leader who leads by example, holds high standards without creating a culture of fear, and genuinely invests in the growth of the people around them.

## REPORTING STRUCTURE

### Direct Reports

- Treatment Coordinator — responsible for case acceptance, treatment presentation, and patient financial coordination
- Front Office Coordinator — responsible for scheduling, patient reception, phones, and front-of-house operations
- Lead Dental Assistant — responsible for day-to-day clinical floor management and direct supervision of the dental assistant team

### Indirect Reports (via Lead Dental Assistant)

- Dental Assistants — report directly to the Lead Dental Assistant for daily clinical duties, performance, and scheduling
- The Office Manager maintains oversight responsibility for the full team and serves as the escalation point for all personnel matters across both clinical and administrative departments

## LEADERSHIP & TEAM DEVELOPMENT

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- Provide direct supervision, coaching, and performance management for the Treatment Coordinator, Front Office Coordinator, and Lead Dental Assistant
- Support the Lead Dental Assistant in developing the clinical team; serve as the escalation point for clinical personnel issues or performance concerns
- Lead all-team meetings and departmental huddles; set the agenda, facilitate communication, and follow up on action items
- Conduct structured performance reviews for all direct reports; set measurable goals and provide ongoing, real-time feedback
- Partner with the doctors to identify staffing needs across the full practice and lead or support hiring processes for all roles
- Develop and maintain a culture of accountability, positivity, and continuous improvement across both clinical and administrative teams
- Address interpersonal conflict or performance issues promptly and professionally; escalate to the doctors when appropriate
- Identify training and continuing education opportunities for team members and support their professional development at all levels

## OPERATIONS & PRACTICE MANAGEMENT

- Oversee and optimize daily scheduling to maximize provider productivity, minimize gaps, and deliver a smooth patient flow
- Manage all practice systems and workflows across both clinical and administrative departments, identifying inefficiencies and implementing improvements in coordination with the doctors
- Serve as the primary point of escalation for complex patient concerns, billing disputes, or service recovery situations
- Ensure all front office protocols — patient intake, insurance verification, treatment presentation, and checkout — are followed consistently
- Collaborate with the Lead Dental Assistant to ensure clinical operations, infection control compliance, and supply management meet practice standards
- Maintain compliance with HIPAA regulations and all applicable state and federal dental practice requirements
- Manage vendor relationships, service contracts, and office equipment maintenance
- Coordinate with outside partners including dental labs, specialists, and insurance representatives as needed

## FINANCIAL PERFORMANCE & REPORTING

- Monitor daily, weekly, and monthly production and collection metrics; report key performance indicators to the doctors regularly
- Identify trends in schedule gaps, cancellations, and no-shows; develop and execute strategies to improve consistency
- Oversee accounts receivable and ensure timely follow-up on outstanding patient and insurance balances
- Review and reconcile end-of-day financial reports; ensure accuracy of all posted payments and adjustments
- Support treatment acceptance by coaching the Treatment Coordinator on financial presentation and patient communication strategies
- Assist in annual budget planning and expense review in collaboration with the practice owners
- Ensure all team members understand their role in supporting the financial health of the practice

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## PATIENT EXPERIENCE

- Champion the Carrington Square Dental patient experience standard at every touchpoint — from first call to final checkout
- Monitor online reviews and patient satisfaction feedback; develop response strategies and implement service improvements
- Handle escalated patient complaints with professionalism, empathy, and a commitment to resolution
- Ensure the reception area, patient amenities, and waiting environment consistently reflect the practice's premium brand
- Collaborate with the doctors on patient communication strategies, including recall, reactivation, and treatment follow-up

## QUALIFICATIONS

### Required

- 3+ years of dental office management experience, preferably in a multi-provider or fee-for-service/PPO hybrid practice
- Proven track record of leading and developing both clinical and administrative teams
- Strong working knowledge of dental insurance (PPO and fee-for-service), billing, and revenue cycle management
- Proficiency in dental practice management software (Open Dental or similar)
- Demonstrated ability to analyze financial reports and translate data into actionable strategies
- Exceptional communication, conflict resolution, and organizational skills
- High emotional intelligence and a servant leadership approach to team management

### Preferred

- Experience in a cosmetic, implant, or sedation-focused dental practice
- Familiarity with Invisalign and specialty service workflows
- Experience supporting a practice through growth, team expansion, or operational restructuring
- Bilingual in Spanish, Hindi, or Gujarati

## PHYSICAL REQUIREMENTS

- Ability to sit and stand for extended periods throughout the workday
- Ability to lift up to 25 lbs as needed
- Proficiency with standard office technology including computers, multi-line phones, and practice management software

## ABOUT CARRINGTON SQUARE DENTAL

Arches Dental care is a premier dental practice located in Indian Land, SC serving the south caroline communities. Our practice offers comprehensive general, cosmetic, restorative, implant, Invisalign, and sedation dentistry in a modern, patient-centered environment. We are proud to be a top-rated Invisalign Gold Provider and

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a trusted resource for advanced implant dentistry in the region. Our team is committed to delivering a patient experience rooted in personalized care, clinical excellence, and genuine compassion.