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**Job Description:** Office Manager

Help us grow our business! Take charge and team builder needed!

Come work for the Lavender Dental - Lansing and be a part of a growing dental practice group where you can help make a difference.

We are a well-established office that is continuing to grow and need a full-time office manager to join our team.

Lavender Dental Group is a family of dental practices as part of Equishared, an affiliation of dentists utilizing a common platform of services, processes, and systems to allow dental practitioners to do what they do best... better serve their patients and help build healthier communities. We maintain the local dentist office feel while providing the best advanced care techniques and technology of larger dental practices. Lavender Dental Group offers comfort and convenience! Our practices provide every patient thoughtful, personal attention. No hype, no pressure – just a sincere approach to our patients' dental needs.

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**What you will contribute to our practice:**

As an Office Manager, we are looking for an experienced, enthusiastic, and collaborative person that loves building and maintaining positive relationships and environments with both the practice team and patients. You will provide critical support to all aspects of the business, helping us give the absolute best in quality care to each of our patients to convert them into long-lasting relationships (loyalty) and brand advocates (fans).

The Office Manager is responsible for the organization/coordination of the entire office operations. You manage all team members and all administrative aspects of the office by providing a clear point of leadership within our organizational structure. You are a take charge person, but you are also a collaborative leader that includes the entire team. You understand organization processes and work efficiency implementation.

In addition, the Office Manager pays close attention to office procedures and resources to facilitate organizational effectiveness and efficiency. They are the go-to person for the entire office, answering many questions, leading individuals in the right direction and helping at a moment's notice.

**The Office Manager, as with all team members, is a brand ambassador and helps to establish the best brand-to-patient relationship. They make patients feel special and blown away by their experience at the office that the patients rave about our business to their friends and family.**

You will work with a team that supports you, in an environment where there is a shared passion for quality patient care. Your primary role is to ensure the practice team has everything they need to work efficiently. The Office Manager is also responsible for contributing to and maintaining the practice's corporate

culture, ways of connecting and bringing the team together which all leads to this being contagious toward patients.

Our dental family is growing, and we are looking for the right candidate to take on new measurable tasks with us.

**What we will offer:**

- Bonus Opportunities
- Competitive Wage
- Medical/Dental/Vision benefits
- 401k
- PTO

**Responsibilities:**

- Communicating with Regional Manager and Leadership team about any issues, activities, and relevant information pertaining to the office liaises with other departmental needs and office issues
- Coordination of key employee experience and retention efforts in partnership with HR
- Ensuring staff have access to tools they need; liaises with other departmental needs office issues
- Key contact for bi-weekly Office Manager/Level 10 calls with Regional Manager
- Manages employee training and experience programs and other team bonding gatherings
- May assist with performing general office duties, such as answering telephones, photocopying, filing, and faxing
- Ordering and maintaining of office supply purchases; managing inventory of items
- Oversees and assists with communicating with dental insurance providers to determine if patients are required to make co-payments
- Oversees scheduling, rescheduling, or canceling appointments as needed
- Oversees the updating of patient records typically led by the Front Desk Ambassador
- Part of broader administration team, collaborating and working closely with other office managers on idea sharing, generation and culture support
- Participates in any new hiring needs and onboarding of new hires
- Point of contact regarding building maintenance on all office issues
- Reports to the Regional Manager and works closely with the practice dentist(s) and office team
- Track, update, and measure key performance indicators and managing weekly Scorecard, budgets and purchasing needs
- The Office Manager's desire to succeed goes above and beyond, putting feedback into action, striving to continually improve, anticipation the needs of staff and patients, and accomplishing duties management may trust to ask of

**Requirements and Qualifications:**

- 3-4 years of professional experience, preferably in office operations; Certification in office administration, medical administration, or related fields is advantageous, but working knowledge of general administrative practices necessary
- Able to manage competing priorities and projects
- Detail-oriented, organized and ability to multi-task
- Excellent communication skills, both oral and written
- Excellent customer service skills
- Excellent telephone etiquette
- Exceptional organizational skills
- Experience with managing budgets
- Familiarity with electronic billing, account receivables, and insurance processes
- Independent, but also a team player with effective interpersonal skills
- Prior experience in medical administration, particularly in a dental clinic

- Proficient in basic computer skills: Excel, Word, Google Suite
- Proficient in dental practice management software beneficial (Denticon) or ability to learn it expeditiously
- Self-motivated, assertive, attentive, with good use of tact and judgment; passionate about diversity, equity and inclusion efforts, strong and proactive communicator
- Sound knowledge of dental terminology or ability to learn it expeditiously
- The willingness to help others when needed

**Job Type:** Full-time, Monday – Friday, 8am – 5pm