



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

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**POSITION DESCRIPTION:  
DENTAL RECEPTIONIST /REGISTERED DENTAL ASSISTANT (RDA) FLOATER**

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**Reports To:** Dental Director/Dentist  
**FLSA Status:** Full-Time, Non-Exempt  
**Revised Date:** March 5, 2018

**Prepared By:** Human Resources  
**Salary Grade:** \$19.00-23.00/Hour  
**Board Approval:** November 15, 2021

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**POSITION SUMMARY:**

Receptionists schedule, meet and greet patients and play a major role in creating a professional office image and environment. Through friendly interaction with patients and team members, receptionists implement office policy, answer patients' questions, process their paperwork and are able to handle monetary transactions and billing concerns. Receptionists interface with laboratories, other dental and medical offices for referrals and clearances. Receptionists aid in the timing of appointments to coincide with hygiene requirements and doctor's treatment plans.

**RDA POSITION SUMMARY:**

Registered dental assistant is a specially trained health care worker providing direct support to the dentist and may be delegated to perform intraoral procedures that do not require the professional skill and judgment of a dentist. Dental assistants may take the Certification Examination administered by the Dental Assisting National Board and earn the title of a Certified Dental Assistant (CDA). Some state boards of dentistry register dental assistants (RDA) after completion of a state-administered examination.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES (WILL INCLUDE BUT NOT BE LIMITED TO):**

1. Encourage friendly interaction and communication between patients, team members, and guests. This includes enforcement of scheduling parameters found in Patient Brochure.
2. Follow Policy & Procedure, Standard Operating Procedure (SOP) HIPAA, OSHA and Employee Handbook.
3. Participate in updating dental department Policy & Procedure and SOP.
4. Participate in general staff meetings, in-service, and trainings of the Health Center organization.
5. Observe existing dental department Policy & Procedure and participate in updating the same.
6. Participate in team meetings, peer review, quality assurance (QA), quality improvement (QI), customer satisfaction surveys, and other customer service or department enhancing activities.
7. Promote the Tule River Indian Health Center Dental department by every ethical means.
8. Promote and improve customer service to patients, team members, and guests.
9. Promote Third party revenue from patients, grants, or other sources.
10. Travel at times for acquiring continuing education or participation in community projects.
11. All other duties as assigned.

The RDA Floater is familiar with both the front desk functions of Receptionist and the back-office functions of the operational RDA. The RDA Floater position is to fill-in where needed or directed by the Dental Director. At such times when all auxiliaries are present and available for the doctors, the RDA Floater shall attend to Reception duties. During back-office absences, the RDA Floater shall fill-in with the following priorities:

1. Chairside assisting the doctors with patients
2. X-ray taking and Charting for Examinations
3. Room readiness, including Infection control
4. Instrument processing
5. Sterilization duties
6. Other duties such as Laboratory work
7. Packaging and shipment for Labs.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Essential dental office operations (including planning, organizing, scheduling patients, understand third-party revenue generators such as insurance and medical, maintain important patient and office records, handle multi-line inbound phone system, assist coworkers when called upon, performance of administrative duties with strong bookkeeping and records procedures).
2. Create a comfortable “dental home” for patients of all ages and ethnic backgrounds.
3. Meet or exceed team member standards outlined by dental department Policy & Procedure, Standard Operating Procedures, IHS guidelines, HIPAA, OSHA, SDS (safety data sheet) Hazard Communication, and dental director directives.
4. Efficient and effective computer skills for Microsoft Office and DENTRIX practice management.
5. Strong work ethic in establishing and meeting personal goals and objectives in an ethical manner.
6. Relate in a positive manner to team members, other employees, patients and guests.
7. Manage medical emergencies in the dental office using 911, oxygen, CPR and teamwork.
8. Assist in handling of other emergencies if needed, such as fire, flood, natural disaster, poisoning, rescue efforts and/ or other agencies.
9. Use and understand dental terminology, dental charting, and tooth numbering systems for both adult and children in order to interact with dental team mates, insurance companies and other dental offices.
10. Accept Treatment Plan Coordinator (TPC) and other responsibilities on a temporary basis from time to time as directed by supervisor.

**RDA KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Improve and maintain knowledge, skills and abilities to accomplish all essential duties and responsibilities listed above.
  - a. X-ray certification/ self-improvement through class, seminar or reading.
  - b. Attend annual on-site bloodborne pathogens training and attend infection control continuing education.
  - c. Attend annual CPR continuing education when possible.
  - d. Attend annual training for GHS (globally harmonized system) hazard communication.
2. Maintain essential dental office operations (including planning, organizing, scheduling patients, relationships with team dentists, understand third-party revenue generators such as insurance and medical).

**MINIMUM QUALIFICATIONS FOR EDUCATION AND/OR EXPERIENCE: (ALL ARE REQUIRED)**

1. Successful completion of high school or GED.

2. Two (2) or more years recent work experience as:
  - a. a full-time dental receptionist, or
  - b. full-time dental assistant with receptionist experience.
3. Two (2) or more years recent work experience with all of the following:
  - a. Dental practice management software.
  - b. calculating and verifying dental insurance benefits.
  - c. scheduling patients for dental procedures.
  - d. Multi line phone experience with dental customer service emphasis.

**MINIMUM GENERAL REQUIREMENTS: (ALL ARE REQUIRED)**

1. Positive character references from professional, business, or if needed personal sources.
2. Pass pre-employment and random drug & alcohol tests.
3. Pass pre-employment physical.
4. Pass Background check.
5. Be lawfully eligible to obtain work in the United States.
6. Meet the current attendance policy requirements per TRIHCI.

**RDA MINIMUM GENERAL REQUIREMENTS: (ALL ARE REQUIRED)**

4. Successful completion of an approved dental assisting program. Minimum educational standards include a program of approximately one academic year, or equivalent training from an acceptable foreign school.
5. Registered Dental Assisting (RDA) certificate from the Dental Board of California.
6. Maintain continuing dental education for successful state license renewal.
7. Current RDA license with endorsements for X-ray, coronal polish and sealants.

**MINIMUM CERTIFICATES, LICENSES, REGISTRATIONS: (ALL ARE REQUIRED)**

1. High School Diploma or equivalent from an accredited and accepted school.
2. Current California driver's license and a good driving record.
3. Current CPR at the BCLS level.
4. Must pass COVID-19 screening

**RDA MINIMUM CERTIFICATES, LICENSES, REGISTRATIONS: (ALL ARE REQUIRED)**

5. Diploma or equivalent from an accredited and accepted dental assisting school.
6. Current RDA license issued by the Dental Board of California with endorsements for X-ray, coronal polish and sealants.

**CONTINGENCIES:**

TRIHCI maintains a drug- and alcohol-free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical, and verification of each candidate's right to work in the United States.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (title 25, U.S. code § 472 & 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

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**Physical Work Environment:** *The description provided here is representative of those conditions in which the Dental Receptionist/ RDA Floater will be required to perform the essential functions of this position. As stated earlier, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Dental Receptionist/ RDA Floater is situated in a standard office environment within the health center, where there is little or no exposure to variations in the weather or other similar elements. The Dental Receptionist will move throughout the health center to meet with supervisors and co-workers, and will experience some direct patient/client contact. Consequently, the Dental Receptionist must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Posses the ability to use standard office equipment to write, type, copy, fax, or perform other duties;
3. Possess the strength to lift and carry supplies weighing up to 10 lbs repeatedly and up to 30 lbs intermittently;
4. Possess the visual acuity to read printed materials and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

The clinical setting at TRIHCI is categorized by OSHA as a Blood-borne Pathogen Category I facility. Consequently, there exists the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exists the potential for exposure to aerosols, chemicals, biologicals, toxicants, and irradiants found on-site.

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**Disclaimer:**

*This position description lists the major duties and requirements for the Dental Receptionist/ RDA Floater position as established by subject-matter experts at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills, and abilities not fully articulated herein.*

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**Employee Affirmation:**

*I have thoroughly read the attached position description for the position of Dental Receptionist/ RDA Floater. Any verbal explanations that I have requested concerning the information in this position description have been provided me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.*

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| Employee Name (Print) |
| Employee Signature    |
| Date                  |