



### JOB INFORMATION

Job Code:	191108
Job Title:	Dental Dispensary Supervisor
FLSA Status:	Exempt
Supervisory:	Leads one or more employees performing similar work.; May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Dental Laboratory
Job Family Group:	Dentistry
Management Level:	6 Supervisor

### JOB SUMMARY

Supervises staff in the operation and maintenance of one or more dispensaries, determining adequate inventory levels and availability of dental materials and clinic supplies for patient care, workshops, and licensing exams. Responsible for the processing, sterilization, lubrication, and sharpening of equipment dispensed, and controls distribution. Oversees digital equipment registry, prepackages dental materials according to various dental procedures, and provides training on proper instrument handling. Responsible for managing work schedules, timesheets, and maintaining productivity levels.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Associate's degree	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	in office management
	X	5 years	And
	X	2 years	in dentistry

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in dentistry, healthcare, higher education, and/or customer service.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven ability to interact effectively with faculty, staff and students.
X		Understanding of dental terminology and clinical documentation.
X		Working knowledge of HIPAA compliance and OSHA healthcare guidelines.
X		Excellent problem-solving, interpersonal, conflict resolution, and oral and written communication skills.
X		Demonstrated administrative and organizational skills, with superb attention to detail, and the ability to successfully multitask and shift priorities.
X		Extensive experience in Microsoft Office suite, with solid analytical and statistical skills for working with large datasets.
X		Demonstrated organizational and planning skills.
X		Ability to interpret, analyze, and apply pertinent policies, rules, procedures, best practices, regulations, and requirements.
	X	Experience in a management role.
	X	Bilingual (English and Spanish) or multilingual fluency.
	X	Demonstrated experience with axiUm database and office management communication software/applications (e.g., Google suite, Slack, Skype).
	X	Demonstrated experience with dental terminology, instruments and materials.
	X	Demonstrated proficiency with local, state, and federal laws and regulations related to providing health services, including HIPAA.
	X	Experience with human resources processes, hiring job candidates, teaching/training staff, and staff development.
	X	Experience in higher education, working with faculty, and an understanding of university units, policies, protocols, documentation and databases.
	X	Outstanding written and oral communication skills, and proven ability to communicate in a clear, consistent manner.
	X	Demonstrated experience developing communication plans, instructional materials and related documents.
	X	Strong analytical and critical thinking skills.
	X	Knowledge of risk management and liability issues affecting higher education and academic medicine.

## Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			CPR certification
	X		CDA (graduate of dental assisting program)

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Supervises staff in the operation and maintenance of one or more dispensaries, determining adequate inventory levels and availability of dental materials and clinic supplies for patient care, workshops, and licensing exams.				
Responsible for overseeing the processing, sterilization, lubrication, and sharpening of equipment dispensed throughout the clinics. Prepackages and distributes dental materials and equipment to dental students, hygiene students, and faculty. Reinforces proper infection-control policies and personal protective equipment (PPE) standards. Conveys post-operative instructions, and ensures proper disposal of waste.				
Monitors clinic and dispensary equipment distribution, enforcing instrument security policies and procedures. Oversees digital equipment registry, ensuring successful data transfers from handheld scanning devices and an accurate account of items signed and/or scanned in and out from the dispensaries.				
Resolves daily operational problems and concerns in a timely manner. Verifies student records for any outstanding equipment or items, notifies students and/or doctors regarding unreturned items, and puts hold statuses on the student records, as appropriate. Responsible for authorizing system clearances so that students may move to the next level and/or graduate.				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Supervises staff in the preparation of solutions and prepackaging of dental materials, according to various dental procedures. Ensures safety precautions, protocols, and procedures for clinic and dispensary equipment handling are followed. Provides training and guidance on proper techniques for handling used instruments, disposable materials, chemicals, and dental materials. Implements standard infection prevention measures (e.g., handwashing, surface decontamination). Responsible for tracking and monitoring inventory levels using the point-of-sale (POS) system. Processes sales transactions using a credit-card reader, and reconciles daily purchases with merchant services.				
Oversees preparation of clinic or pre-clinic dispensary for operation, including general maintenance. Responsible for managing work schedules, ensuring sufficient staffing daily. Maintains timesheets, recordkeeping, and orderly workflows and productivity levels. Orders and unpacks supplies, and cleans and stocks shelves to predetermined levels. Responsible for lab coat sorting and distribution.				
Responsible for hiring and training. Collaborates with immediate supervisor and human resources, providing input regarding staff performance and recommending necessary disciplinary actions. Assists with clerical work, phone calls, and walk-in visits from patients and/or students, as needed. Resolving any questions, concerns, and complaints, escalating when necessary. Participates in special projects and departmental performance-improvement projects, as requested.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.