

JOB DESCRIPTION

Position Title	:	Dental Hospital Manager
Department	:	Dental Hospital
Report to	:	Dean, Faculty of Dentistry
Reportee (if any)	:	8 people (4 Dental Clinic Assistants, 3 Front Desk Officers, and 1 Cleaner)
Location	:	University of Puthisastra, Phnom Penh

I. Position Summary:

- To enhance the reputation of the UP dental hospital and ensure an international standard of service provision
- To oversee the clinical training of dental students
- To oversee the management of students, patients, staff and facilities to ensure the smooth and efficient running of the hospital

II. Duties and Responsibilities:

The overall job description below outlines the main areas of responsibilities of the Employee:

- Provide monthly & annual reports to the Dean and UP management on outputs, income, expenditure, challenges, events, visitors, marketing, facilities etc.
- Work with procurement to purchase equipment, instruments and materials, and organize maintenance of equipment
- Work with Finance Department related to budget, MoUs, tutor salaries, contracts, commissions etc.
- Work with Marketing Department to promote UP dental hospital through UP website, Facebook page, media, signage etc., and to actively recruit patients
- Work with HR related to recruiting staff, performance of hospital staff, tutor lists, contracts, tutor and resident timetables etc.
- Coordinate with UP Administration team regarding facility maintenance and repairs etc.
- Oversee and monitor the clinical practice of dental students, residents and other dentists
- Meet regularly with staff, students and tutors to share information and get feedback on matters of concern
- Attend weekly Faculty of Dentistry meetings
- Monitor the performance of dental tutors in the clinic and provide feedback
- Maintain excellent communication with the dentists, students, assistants, receptionists, cleaners and patients
- Create a safe & productive working environment for staff, students and patients
- Manage daily operations of dental clinic
- Arrange clinical space for courses involving the hospital
- Coordinate activities of overseas volunteers and Adjuncts when they come to the hospital

- Communicate with NGOs, schools, businesses etc. to bring patients to the hospital
- Coordinate hospital timetable
- Support development of systems for patient records and patient recalls
- Arrange and lead weekly staff meetings and regular clinical tutor meetings
- Conduct tutor, student & patient feedback evaluations each semester

III. **Minimum Qualifications and Requirements:**

1. **Experience:**

- At least 5 years experience working in a dental or related field
- Prefer some management and/or marketing experience
- Prefer some teaching experience

2. **Education:**

- Registered dentist (prefer a post-graduate qualification) or degree in another dental or health management field
- Prefer applicant to have been a regular attendee at continuing education courses
- Prefer if applicant has attended courses in teaching and learning

3. **Skills/Competencies:**

- Good English language ability
- Computer skills – WORD and EXCEL
- Good communication, problem solving and presentation skills
- Good at financial management and marketing
- Able to manage medical emergencies in the dental clinic
- Committed to the mission, vision and core values of UP

4. **Personal Quality**

- Conscientious
- Hard working
- Punctual
- Reliable
- Team player
- Honest