

Practice Administrator
Tufts University

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Posted May 21, 2025, set to expire Dec. 31, 2025

Job Title	Practice Administrator
Department	School of Dental Medicine
Institution	Tufts University Medford, Massachusetts
Date Posted	May 21, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Health Services Finance/Investment Management Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/21896?lang=en-us&iis=Job+Board&iisn=AcademicKeys
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Job Description	

Overview

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Tufts University School of Dental Medicine (TUSDM) offers one of the most forward-looking educational environments in dental medicine in the country. Since its founding in 1868, TUSDM has been committed to leadership in education, patient care, research, and community service. Students obtain an interdisciplinary education, integrated with medicine, with access to training in dental specialties. Clinics at TUSDM provide quality comprehensive care to more than 20,000 individuals annually. Nationally and internationally, the school promotes health and educational programs and researches new procedures, materials, and technologies to improve oral health.

Across the Dental School, the Undergraduate/Postgraduate (UG/PG) clinic/practice operations team supports the clinical and education efforts, within the postgraduate departments. The UG/PG operations staff provides courteous, professional, and effective support services and are committed to providing patients, students, residents and faculty with information, guidance, and quality service to contribute to a successful dental clinic experience for our patients. This includes maintaining a safe environment, assuring that patients' dental needs are addressed in a caring, confidential, timely and thorough manner, ensuring that patients are properly informed about their treatment and clinic procedures, and those procedures are accurately captured in the patient care system by notifying the front desk operations team prior to services being provided and makes sure that residents/students have obtained all patient related consents, waivers and financial responsibilities have been collected in full.

What You'll Do

Under the guidance and limited oversight of the Practice Manager, the Practice Administrator:

- Oversees the overall management, direction of the clinic/department and directly backs-up all clinic/practice operations and provides leadership, planning, financial management, clinical staff supervision, patient management and operational oversight and implements measures that prevent financial losses related to treatment changes that necessitate separate or additional signed consents/waivers.
- The Practice Administrator collaborates with all revenue cycle operations aspects, including the Patient Financial Manager, Patient Financial Administrator and others, to evaluate, monitor and ensure our patient-centered environment has positive results in our educational and financial goals.
- The Practice Administrator oversees the supervision of all aspects of practice/clinic operations within the practice, with a particular focus on Credit Balances, patient scheduling for the providers/residents, chair utilization, patient rosters and when applicable, patient appointments.

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- The Practice Administrator works to continuously enhance the practice operations and internal controls for the patient experience in the clinics.
- The Practice Administrator will be accountable for ensuring adherence to compliance to SOPs, policies, protocols and guidelines in accordance with University, Dental School, federal, state and insurance regulations and immediately escalates concerns accordingly.
- The Practice Administrator, with their management team, will monitor performance management accountability across all applicable aspects.
- Performs other duties as assigned.

What We're Looking For

Basic Requirements:

- Knowledge and skills as typically acquired through completion of a BA/BS or Associate's Degree and 1 year experience **OR** High School Diploma/equivalent and 3 years related experience in dental/medical revenue cycle operations or similar industry business operations.
- Ability to exercise discretion and interact effectively with people at all levels, from diverse backgrounds, while maintaining a professional outlook, handling multiple projects simultaneously.
- Exceptional attention to detail.
- Needs to be driven, innovative, independent, self-starter, a leader, team player, analytical intelligence, exceptional attention to detail, healthcare business or insurance knowledge, ability to effectively communicate technical information, aptitude and willingness to learn and drive change.
- Dental coder certification (CDC) required or within 1 year of hire.
- Expert Microsoft Office suite knowledge: Excel/Word/PP.
- Must have demonstrated knowledge of medical/dental patient care systems or customer service platforms.

Preferred Qualifications:

- Certified Dental Coder (CDC) applicant.
- BA/BS with 5+ years in a dental/medical practice/clinic, with 2+ years supervisory experience.
- Comprehensive understanding of CDT coding, insurance guidelines and regulations knowledge, dental billing/healthcare compliance expert.
- Expert knowledge of ADA codes, CPT Codes axiUm expert; MassHealth and Medicare regulations and guidelines, as well as commercial dental/medical insurance coding/billing practices.

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- Experience in a fast-paced dental/medical setting.

Pay Range

Minimum \$58,750.00, Midpoint \$73,550.00, Maximum \$88,300.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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