

Clinical Support Services Manager Tufts University

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Posted Dec. 12, 2025, set to expire Apr. 25, 2026

Job Title	Clinical Support Services Manager
Department	School of Dental Medicine
Institution	Tufts University Medford, Massachusetts
Date Posted	Dec. 12, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Health Services
Job Website	https://jobs.tufts.edu/jobs/22635?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

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 managed 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.

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What You'll Do

- The Manager of Clinical Support Services provides leadership, supervision, and operational oversight for all clinical support staff at TUSDM, including dental assistants and assigned hygienists.
- This role directly supervises approximately 40 dental assistants across seven clinics, two Dental Assistant Supervisors (AM and PM), and two to three hygienists.
- The Manager ensures that scheduling, staffing, training, compliance, and performance standards are consistently applied across predoctoral and postgraduate clinics, supporting both patient care and dental education.
- Reporting to the Assistant Director of Clinical and Laboratory Operations, the Manager oversees daily assignments, scheduling, leave coverage, performance evaluations, and disciplinary actions, while also leading recruitment, onboarding, and professional development efforts.
- The Manager serves as the primary liaison for infection control compliance among support staff, collaborates with faculty and clinic leadership to ensure effective chairside and patient care support, and participates in school initiatives to improve operational efficiency.
- By standardizing practices and strengthening staff development, the Manager of Clinical Support Services ensures that TUSDM's clinics provide reliable, safe, and high-quality care.
- Other duties as assigned.

What We're Looking For

Basic Requirements:

- Minimum of 8 years of supervisory or management experience in a healthcare setting or minimum of 5 years of experience as a dental assistant or hygienist, with at least 3 years in a supervisory or management capacity.
- Current Massachusetts Dental Assistant or Dental Hygiene license required.
- Strong knowledge of infection control practices, OSHA, BORID, and DPH regulations.
- Demonstrated ability to recruit, train, and manage staff across multiple clinical specialties.
- Excellent organizational, communication, and leadership skills.
- Ability to respond effectively to urgent clinical staffing needs and operational issues.

Preferred Qualifications:

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- Certified Dental Assistant (CDA) or Registered Dental Hygienist (RDH) with advanced certification.
- Bachelor's degree preferred; concentration in healthcare administration, business, or related field preferred.
- Experience in an academic dental or healthcare setting.
- Experience with electronic scheduling and clinical information systems.
- Prior experience managing large teams across multiple departments or sites.

Pay Range

Minimum \$96,500.00, Midpoint \$120,600.00, Maximum \$144,800.00

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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