Laboratory Technician Job Description

REPORTS TO

Office Manager, (OM)

KEY PARTNERSHIPS

- Central Laboratory
- Dental Assistants
- Field Laboratory Operations Supervisors, (FLOSs)
- Lead Dental Assistants
- Patient Service Representatives, (PSRs)
- POP, MCD, and Associate Doctors

PURPOSE

Laboratory Technicians, following the clinical direction of the treating Doctors, organize the work of the Laboratory to optimize productivity and fabricate quality prosthetic products to provide the best fit, functionality, and aesthetically pleasing dentures for our patients. Laboratory Technicians partner with the Office team to help patients get the care they need and fulfill our mission to give America a healthy mouth.

CORE COMPETENCIES

- **Building Effective Teams**—Creates strong morale and spirit in his/her team; fosters open dialogue; creates a feeling of belonging in the team.
- **Customer Focus**—Is dedicated to meeting the expectations and requirements of internal and external customers.
- **Drive for Results**—Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
- **Ethics and Values**—Adheres to an appropriate and effective set of core values and beliefs during both good and bad times; acts in line with those values.
- **Managing Vision and Purpose**—Is optimistic; can inspire and motivate vision and sense of core purpose.

LABORATORY COMPETENCIES

- **Coaching and Developing Others**—Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.
- **Engagement Readiness**—Demonstrating a willingness to commit to one’s work and to invest one’s time, talent, and best efforts in accomplishing organizational goals.
- **Managing Work**—Effectively managing one’s time and resources to ensure that work is completed efficiently.
- **Quality Orientation**—Accomplishing tasks by considering all areas involved, no matter how small; showing concerns for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- **Work Standards**—Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

ESSENTIAL RESPONSIBILITIES

- Fabricates quality prosthetic denture products, repairs, relines and rebases according to established procedures and under the clinical direction of the treating Doctor.
- Optimizes Laboratory production by organizing and prioritizing daily work and following the denture scheduler.
- Partners with the Central Laboratory to eliminate barriers to meet or exceed denture delivery dates and resolve quality fabrication issues.
- Assigns and oversees the work of Laboratory Technician Trainees and Laboratory Support Technicians.
- Follows quality standards to reduce remakes and patient satisfaction issues.
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- Partners with the treating Doctors to ensure dentures exceed patient expectations; provides chair side support (where permissible and in accordance with applicable laws) when needed to address patient needs.
- Partners with the treating Doctors and Office team to meet denture delivery dates.
- Partners with the RM and FLOSs to train Laboratory Technician Trainees.
- Supports Laboratory pilot initiatives.
- Completes required case shipping and receiving points.
- Follows predetermined budgetary guidelines to stock and maintain supply inventories and prepares Laboratory supply orders.
- Performs general equipment maintenance and reports and follows-up on equipment malfunctions or necessary repairs with the Office Manager.
- Follows housekeeping guidelines to maintain a neat and orderly Laboratory.
- Complies with established health and safety regulations, including the use of required personal protective equipment and engineering controls.

**REQUIREMENTS/QUALIFICATIONS**

- Education Level: High School or equivalent
- Successfully complete the Aspen Dental Management, Inc.® Bench Test
- Physical Requirements: Ability to sit and stand for long periods of time