

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

DENTAL ASSISTANT

DEFINITION

Performs non-professional work assisting a dentist in the treatment of patients; maintains records of treatments, supplies and materials; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Sterilizes and polishes dental instruments; oils and cleans equipment; cleans dental office and operating room.

Prepares patients for treatment.

Prepares tray of instruments and supplies; hands various instruments and supplies to the dentist.

Takes dental x-ray photographs; develops and mounts x-ray films.

Schedules appointments; prepares and files case histories and treatment records.

Performs routine laboratory work such as mixing filling materials, pouring models and making bite blocks; orders dental supplies.

Instructs patients in simple oral hygiene.

COMPETENCIES REQUIRED

Knowledge of dental instruments, equipment and procedures.

Knowledge of dental terminology and oral hygiene.

Ability to process and develop x-ray film.

Ability to establish and maintain effective working relationships with patients.

Ability to maintain appointment and patient records.

Ability to meet customer needs in a consistently helpful and courteous manner.

Ability to work cooperatively with others as part of a team.

Ability to apply personal work attitudes such as honesty, responsibility and trustworthiness required to be a productive employee.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

A current certificate of registration as a Dental Assistant from the Iowa Board of Dental Examiners.

Effective Date: 06/08 SH