10/15/2026
Practice Manager
Salary Grade (59)
Salary Range: $35,768 to $57,180
Position #463-04-728

It is the practice of GVPH to post the entire salary range for each job posting from hiring level to top of the range. Salary offers will be commensurate with experience, education, and equity with others in the agency upon hire. Local government entities may not offer salary levels outside of the posted salary range for each job posting.

Granville Vance Public Health (GVPH) is seeking an experienced, organized, and dependable Practice Manager to lead the day-to-day business operations of Carolina Fellows Family Dentistry (CFFD), our community dental practice in Oxford, working closely with the dentists to deliver professional, patient-centered dental care to the community.

PRIMARY PURPOSE: The Practice Manager directly supervises CFFD's office support staff (Processing Assistants), including work assignments, scheduling, leave approval, timesheets, training, and performance evaluations, and provides indirect supervision of clinical staff, including dentists, dental hygienists, and dental assistants, by managing the clinic schedule, staff attendance and leave, coverage for absences, and patient flow. The Practice Manager serves as the expert and primary resource on CFFD processes and policies; manages daily office operations and patient complaints; ensures compliance with HIPAA, OSHA, and NC State Board of Dental Examiners requirements; and coordinates supplies, vendors, equipment repairs, and daily deposits. The position administers the electronic dental record (EDR) and insurance verification systems, trains staff on practice systems, manages the full insurance billing cycle from eligibility verification through claims, denials, appeals, and prior approvals, and keeps aging accounts below 10% over 60 days. The Practice Manager also optimizes the schedule to meet or exceed monthly production goals, maintains the fee schedule and credentialing records, compiles and presents data to GVPH leadership and the Board of Health, coordinates the School-Based Oral Health (SBOH) clinics, and leads quality improvement efforts that support employee satisfaction, patient satisfaction, and patient outcomes.

MINIMUM REQUIREMENTS: Graduation from high school and demonstrated possession of knowledge, skills, and abilities gained through at least two years of office assistant/secretarial experience; or an equivalent combination of training and experience.

Required Licensure or Certification: Current license to operate a motor vehicle.

PREFERRED QUALIFICATIONS: Bilingual - fluent in Spanish; three or more years of dental front-office experience, including at least one to two years in a supervisory or lead role; associate or bachelor's degree in business, healthcare administration, or a related field; experience in a public health or community dental setting. Strong knowledge of dental insurance, Medicaid billing, and CDT coding; experience with electronic dental records, dental practice management software, and NC Tracks. Proficient in Microsoft Office, including Excel for data tracking and reporting.

Familiarity with quality improvement methodologies. Strong organizational, communication, conflict-resolution, and problem-solving skills, with the ability to manage multiple priorities and work independently with clinical, administrative, and billing staff.

Equivalent Combination of Education and Experience: *Some positions may allow applicants to qualify through an equivalent combination of education and directly related experience. This means applicants may qualify through years of education, years of directly related experience, or a combination of both, when applicable to the position requirements*

COMPENSATION PACKAGE: GVPH offers competitive benefits including paid group medical insurance, N.C. Local Government Employees Retirement System membership, thirteen paid holidays, vacation and sick leave. Other voluntary group benefit options are available, including 401(k), 457(b), dental insurance, life insurance, vision insurance and flexible spending accounts.

APPLICATION PROCESS: To apply for this position, interested applicants must submit the following: a completed State application (PD 107), certified college transcripts (if applicable), and three work-related references. Applications may be completed and submitted electronically through the job posting on our website at https://gvph.org/about/job-opportunities/, where applicants can complete the State application (PD 107) online and attach a resume, transcripts, certifications, references, and any other supporting documents. This position is open until filled with first review of applications on November 1, 2026. Applicants may also submit via email to humanresources@gvph.org or postal mail to:

Human Resources Manager
Granville Vance Public Health
Post Office Box 367
Oxford, North Carolina 27565

SELECTION PROCESS: The selection process includes review of qualifications, structured interviews, reference checks on qualified applicants and successful completion of a pre-employment drug screen. This position will remain open until it is filled.