

Looking for great staff?

Check out these pro tips from CAO members...

one of them just might help you find your next team member!

If you have an assistant that is leaving on good terms, ask them to find someone to replace themselves. Often assistants know other assistants/trainees or have stayed connected with instructors from their assisting programs that they can reach out to for contacts. Knowing what the job entails, they can be effective at finding someone who will be a good fit for the practice. –Dr. Sona Bekmezian

Don't overlook prior patients as potential candidates for becoming team members. They understand the importance of orthodontic treatment and have personal experience with all the processes involved. They also have an insider view of the team culture and how the practice operates, and you can usually gain a good sense of their personalities by interacting with them over the course of their treatment. Best of all, these patients are usually great advocates for your practice! –Dr. Rita Chuang

Consider outsourcing recruitment to a local staffing agency to help you search for new team members. The cost is generally much less than employing an extra employee to perform this function, and it often leads to better outcomes. Questions you should ask a staffing agency include: Is there a guarantee for finding a great fit? What criteria are used to determine compatibility between candidates and the job? Are other dental/orthodontic offices in the area using the same service? How does the agency handle conflict of interest? –Dr. Jeff Kwong

Consider reaching out to the local dental assisting school and/or junior college to see if they have an internship program. Offering an internship through your office can provide a steady stream of potential staffing candidates. Some programs have a waitlist, but volunteering for their advisory board or offering to provide a lecture can create additional opportunities for exposure within these programs. –Dr. Katie Bales

Personality and drive can't be taught, but other skills in the office can. Advertise your job opening by describing the characteristics you are looking for without specifying that the opportunity is with an orthodontist's office. Candidates without dental experience may not apply for a dental job even if they would be a great fit. People who have worked at an optometry office, a school, cosmetic counters or even Starbucks are just a few examples of the kinds of employees that often possess the characteristics to be successful dental assistants! – Dr. Boyd Martin

If someone is leaving due to moving out of town, having a child or just changing jobs, try to stay on good terms. Often people come back once children are older, after going to a competitor or moving out of town for a couple of years and then returning. –Dr. Bahar Ghafouri

Be good to your staff and take care of them even if you are "just an associate." When you have your own practice, they will remember you, send you their assistant friends, or even find themselves working for you one day.

–Dr. Anita Bhavnani Rathod



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