

## I. DESCRIPTION OF WORK

Positions in this banded class provide specialized dental support through the production of dental restorations and appliances. Positions fabricate a variety of dental appliances and restorations such as: complete dentures, removable and partial dentures, ceramic dental restorations, gnathostatic casts, and maxillo-facial fabrication. Positions operate dental laboratory equipment and variety of equipment in specialty areas. Work requires knowledge of materials and the technical aspects of dentistry and dental anatomy.

## II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level contribute in producing or produce standard dental restorations and appliances. Positions must be able to make basic repairs as needed. Work requires a basic knowledge of dental laboratory equipment and working knowledge of materials used in fabrication and restoration. Work requires the ability to adapt general dental techniques as they relate to the fabrication and repair of dental fixtures and devices. Positions need to produce suitable working models from an impression.</p>	<p>Positions at this level work independently and produce a wide range of specialized dental restorations and appliances. Positions may serve as chief technician for a wide variety of tasks in fabricating dental appliances as well as serving as quality control for work performed by others. Thorough knowledge of the technical aspects of dentistry and dental anatomy, materials used, and equipment used to adapt general dental techniques as they relate to the fabrication of a wide range of dental and devices is necessary. The range of duties may include supervision of other dental technicians in equipment, materials, and techniques used.</p>	<p>Positions at this level primarily provide supervision and production of specialized dental restorations and appliances. Work involves instructing other technicians in the practices and techniques of fabricating a wide variety of highly specialized dental appliances and fixtures. Positions establish and maintain laboratory policy and procedures, order supplies, and oversee the working operation of all laboratory equipment. Positions oversee safety regulations for the laboratory and maintain knowledge of the latest principles, methods, processes, materials and equipment used in fabricating dental appliances. Positions work closely with students and faculty and provide instruction as needed.</p>

**III. COMPETENCIES**

Competency	Definition
<b>Knowledge - Technical</b>	Possession of a designated level of technical skill or knowledge in specific area(s) and the ability to keep up with current developments and trends in area(s) of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.
<b>Equipment Operation</b>	Knowledge of appropriate procedures for using, and ability to use specific equipment or machines to meet defined quality and quantity standards.
<b>Product Fabrication</b>	Ability to demonstrate a methodical and logical approach to addressing patient needs. Ability to use innovative solutions and/or designs to fabricate dental appliances and restorations.
<b>Instruction</b>	Ability to instruct and train employees, students, faculty and/or other clients.
<b>Communication</b>	Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

**IV. COMPETENCY STATEMENTS BY LEVEL**

**Knowledge – Technical**

Possession of a designated level of technical skill or knowledge in specific area(s) and the ability to keep up with current developments and trends in area(s) of expertise. May be acquired through academic, apprenticeship or on-the-job training or a combination of these.

Contributing	Journey	Advanced
<p>General knowledge of the technical aspects of dentistry and dental Anatomy as it relates to production of dental restoration and appliances.</p> <p>General knowledge of dental laboratory equipment.</p> <p>General knowledge of dental materials (porcelains, plasters, gold, acrylic veneers).</p>	<p>Considerable knowledge of the technical aspect of dentistry and dental anatomy as it relates to production of dental restoration and appliances.</p> <p>Considerable knowledge of dental laboratory equipment.</p> <p>Considerable knowledge of dental materials.</p> <p>Ability to continually learn new clinical techniques and technologies in the field of dental restoration and apply technologies as a specialized technician or in supervision of lower level technicians as appropriate.</p>	<p>Comprehensive knowledge of the technical aspect of dentistry and dental anatomy as it relates to production of dental restoration and appliances.</p> <p>Considerable knowledge of dental laboratory equipment and maintenance of equipment.</p> <p>Comprehensive knowledge of dental materials.</p> <p>Knowledge of laboratory administration such as safety procedures, policy administration, material and equipment procurement, and supervision of others.</p> <p>Has or acquires CDT certification in specialty areas needed in the position, including ceramics, crown and bridge, removable prosthodontics, and orthodontics.</p>

### Equipment Operation

Knowledge of appropriate procedures for using, and ability to use specific equipment or machines to meet defined quality and quantity standards.

Contributing	Journey	Advanced
<p>Ability to apply general knowledge of dental equipment, use of, and minor maintenance to fabricate dental products.</p>	<p>Ability to apply full knowledge of dental equipment, use of, and general maintenance to fabricate dental products.</p> <p>May require ability to supervise and train staff in the use of dental laboratory equipment.</p>	<p>Ability to apply comprehensive knowledge of dental equipment, use of, and preventative equipment maintenance to fabricate dental products.</p> <p>Ability to supervise and train others in the use of dental laboratory equipment. Ability to maintain inventory of departmental supplies and equipment.</p>

### Product Fabrication

Ability to demonstrate a methodical and logical approach to addressing patient needs. Ability to use innovative solutions and/or designs to fabricate dental appliances and restorations.

Contributing	Journey	Advanced
<p>Ability to follow standard design specifications in the production of dental restorations and appliances; ability to follow applicable research protocols.</p>	<p>Ability to follow design specifications in the production of a variety of dental restorations and appliances; ability to follow applicable research protocols.</p> <p>Ability to make adjustments in product design as needed.</p>	<p>Ability to oversee and train other technicians in the production of a variety of complex dental restorations and appliances; ability to follow applicable research protocols.</p> <p>Ability to design innovative solutions and make adjustments in products as needed.</p>

**Instruction**

Ability to instruct and train employees, students, faculty and/or other clients.

Contributing	Journey	Advanced
<p>Ability to train and instruct students and other staff in the use of dental products and equipment.</p>	<p>Ability to train, instruct and consult students and other staff in the use of dental products and equipment.</p> <p>Ability to monitor and assess performance of others as needed to make improvements or take corrective action.</p>	<p>Ability to train, instruct, and consult on a variety of more complex productions of dental restorations and appliances.</p> <p>Ability to provide direct supervision for staff and quality control of dental production products.</p> <p>Ability to manage materials and teaching aids fro classes.</p>

**Communication**

Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to communicate effectively with colleagues, students, faculty, and other health care professionals.</p> <p>Ability to follow instructions and guidelines for fabrication of dental products.</p>	<p>Ability to present ideas in a clear, concise, organized manner.</p> <p>Ability to communicate with other staff to modify instructions and guidelines for fabrication of dental products.</p>	<p>Ability to communicate expectations to other employees, which may include formal/informal training. Ability to communicate information needed to manage laboratory operations.</p> <p>Ability to consult with and advise other professional staff and develop innovative solutions.</p>

**V. MINIMUM TRAINING & EXPERIENCE**

High school diploma or equivalency and two years related work experience; or completion of a two year dental laboratory technology training program; or equivalent combination of training and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.