

# DENTAL FRONT OFFICE REPORT

In this report, you will find individual reports for:

- **Dental Practice Managers**
- **Dental Billing Specialists**
- **Dental Front Office Associates/Receptionists**

## DENTAL PRACTICE MANAGER REPORT SUMMARY & HIGHLIGHTS

Between July and October 2023, DentalPost conducted its annual dental professional salary survey, generating participation from 413 dental practice managers. This year, we asked fewer questions, focusing on their hourly rate of pay, total income from their dental employment, average workweek hours, benefits, job turnover, and planned years to retirement. We also gathered open comments from practice managers about this past year's biggest career challenges.

While this year's survey pool was a third of the size of last year's, our focus on a specific set of questions reveals an array of insightful feedback that will aid you within job-seeking, hiring and retention in the coming year.

### Key Highlights & Takeaways

- Nationwide, the mean hourly wage of practice managers rose 16.4% in 2023 to \$34.21.
- In 2023 the average full-time income of responding practice managers was \$76,279. In 2022, the national average was \$67,490. This represents an average total income increase of 13.02%.
- Income dissatisfaction rose in 2023. 24.4% of responding practice managers in this year's survey were dissatisfied or very dissatisfied. In last year's survey, only 14.5% were dissatisfied or very dissatisfied.
- The percentage of responding practice managers who changed jobs in the previous 12 months was 7.7%.

- 28.57% of respondents were currently applying for jobs or planned to apply to new jobs before 2025. Another 35.39% reported they might apply for new jobs. They reported their top motivation for making a job change would be higher pay.
- Nearly 11% of responding practice managers have AADOM distinction.

## Total Annual Income

299 practice managers reported total income from the dental practice ranging from \$32,000 to \$170,000.

- The Mean (average) annual income of responding practice managers was **\$76,279**.
- Their median income was **\$68,000**.
- **40%** were earning \$75,000 or more per year.
- Year over year, the average income increased by **14.72%** in 2023.

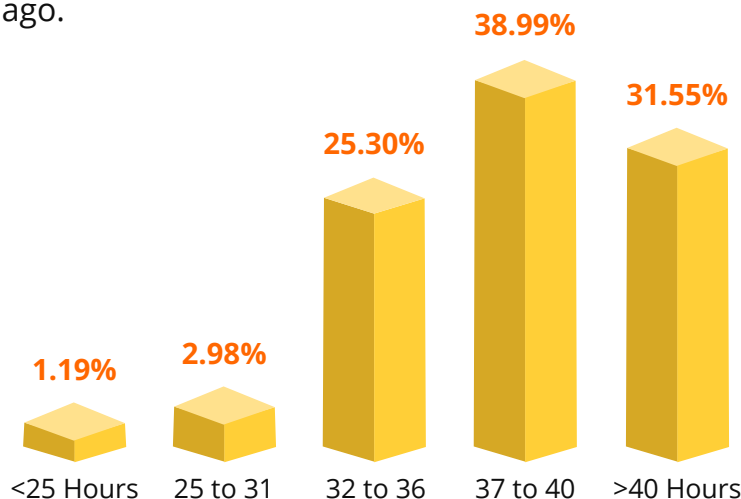
## Hourly Wage

306 practice managers reported an hourly wage ranging from \$15 to \$77.

- The mean (average) hourly wage was **\$34.41**.
- The median hourly wage was **\$33.00**.
- **42%** were earning \$50.00 or more per hour.
- Compared year over year, the average hourly rate increased by **16.4%** in 2023.

## Average Workweek Hours

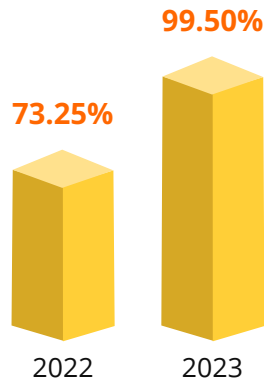
In 2023, the average workweek hours of responding practice managers were very similar to one year ago.



# Benefits

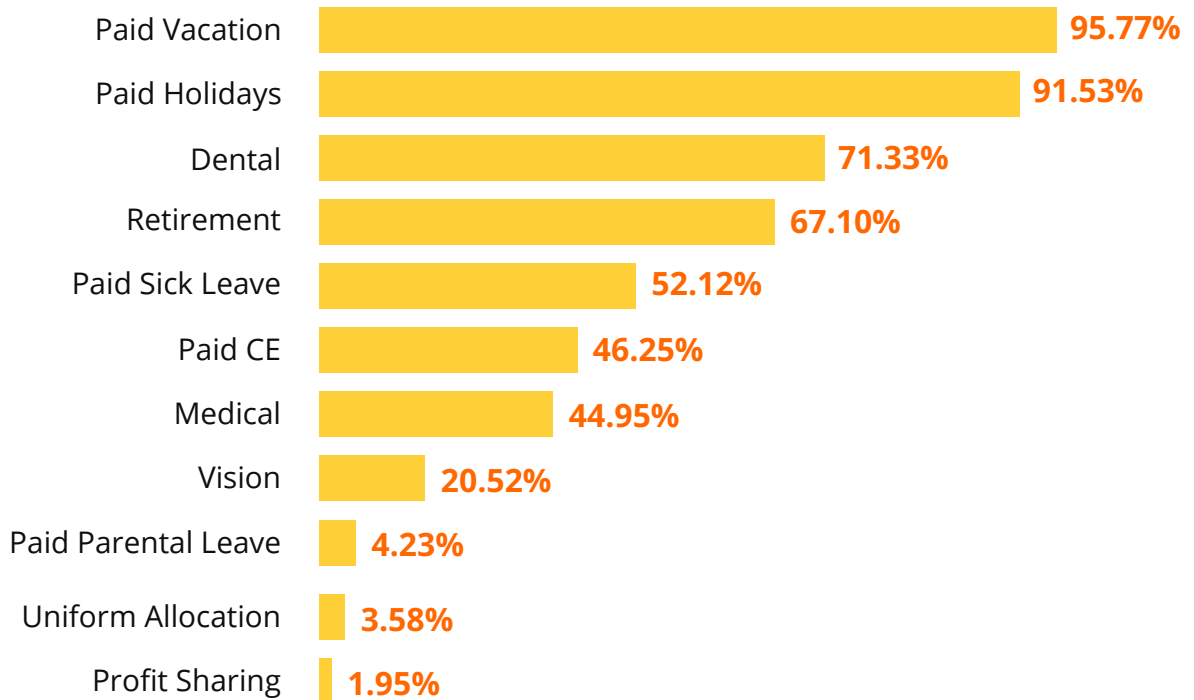
## Year-Over-Year Comparison of the % Who Receive Benefits

In 2023, there was a **26.25% rise** in the number of practice managers receiving a variety of employee benefits. In 2023, **99.5%** reported they received some benefits, compared to 73.25% in 2022.



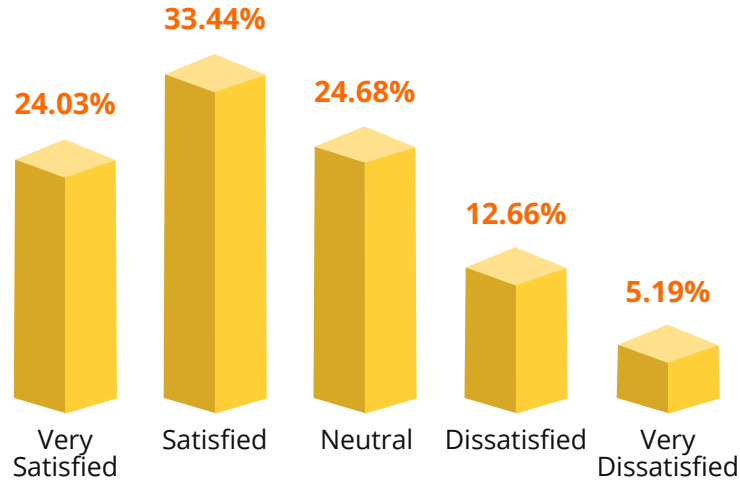
## The Benefits Practice Managers Received

The top five benefits practice managers reported receiving in 2023 were paid vacation, paid holidays, dental, retirement/401k and paid sick leave. The benefit they wanted most if they did not have it was medical.



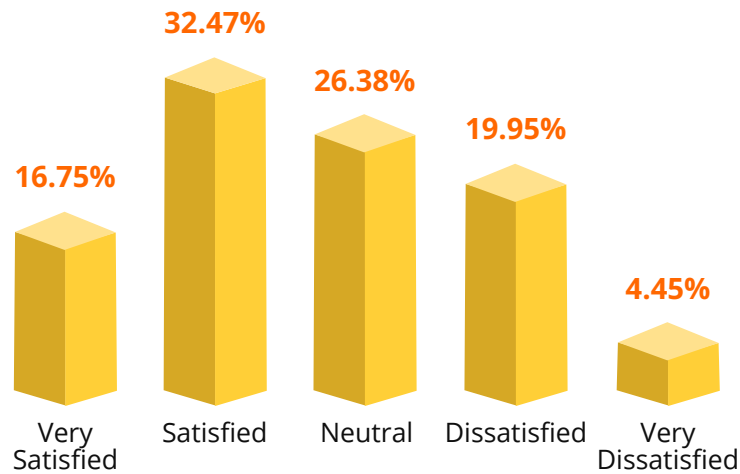
## Satisfaction with Benefits

**57.47%** of responding practice managers were satisfied or very satisfied with their benefits. **17.85%** were dissatisfied or very dissatisfied with their benefits.



## Satisfaction with Total Compensation

**49.25%** of responding practice managers were satisfied or very satisfied with their total compensation (including primary wages/salary, bonuses, commissions, and benefits). **24.40%** were dissatisfied or very dissatisfied.

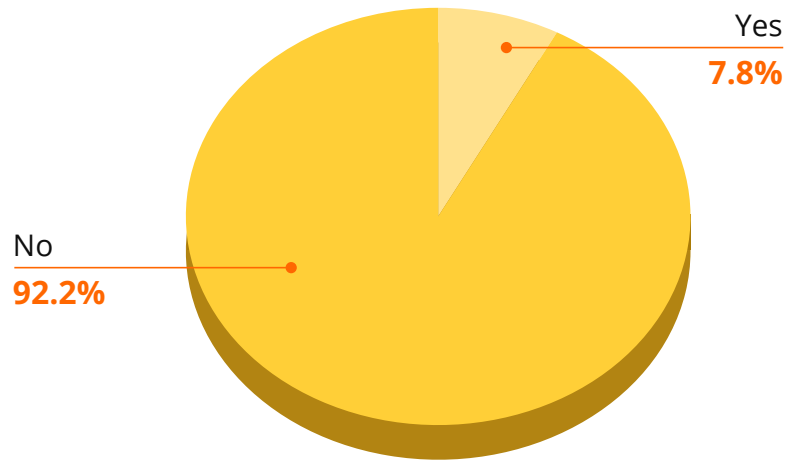


One year ago, 58% were satisfied or very satisfied, and 14.5% were dissatisfied or very dissatisfied. Year over year, **satisfaction decreased by 8.75% in 2023.**

# Job Turnover

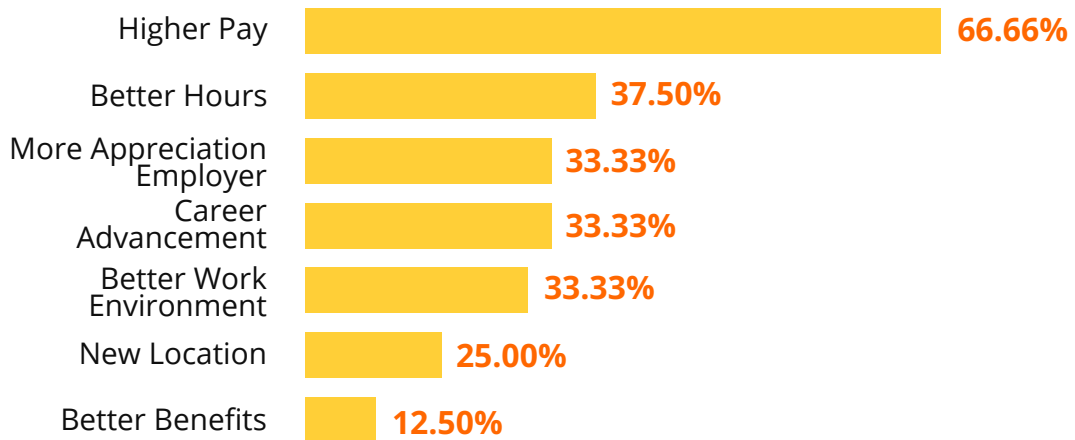
## Changed Employers in the Previous 12 Months

7.77% of responding practice managers reported they changed employment within the previous twelve months.

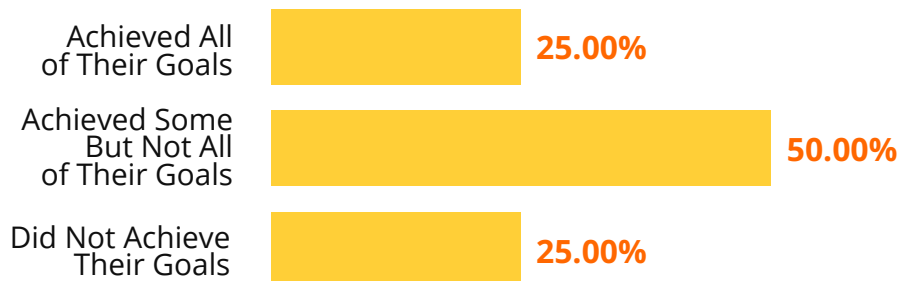


## Motivations for Changing Jobs in 2023

Those who changed employment were motivated to make the change primarily for higher pay and better hours.

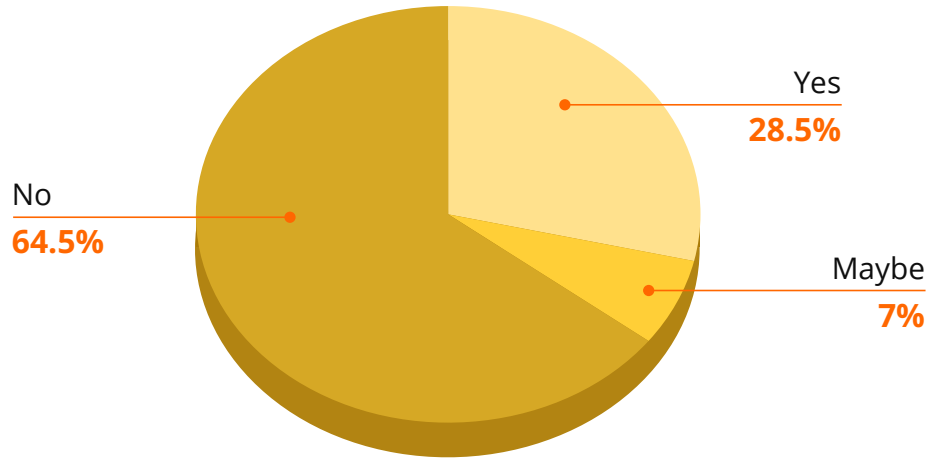


75% reported they achieved some or all of their goals by changing jobs.



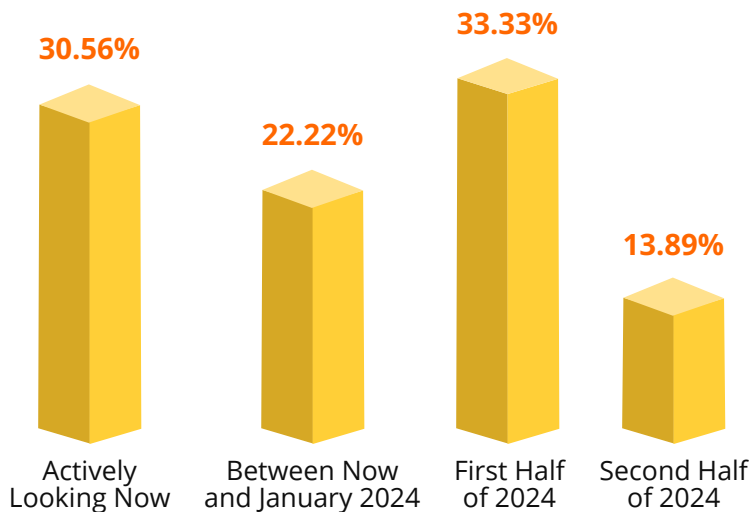
## Plan to Apply for New Jobs

**35.39%** of the responding practice managers were considering applying for new jobs before 2025. **28.57%** were currently applying for or planning to apply for new jobs by the end of 2024. An additional **6.82%** reported they might apply for new jobs before 2025.



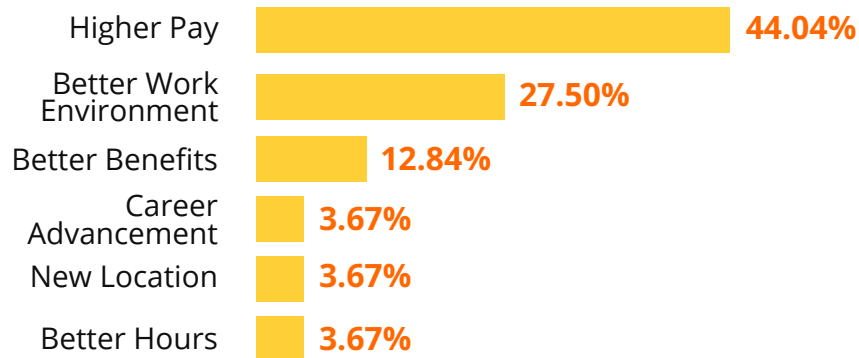
## When Job Searchers Plan to Apply to New Jobs

**30.56%** of respondents who planned to apply to new jobs were actively looking at new job opportunities at the time of the survey.



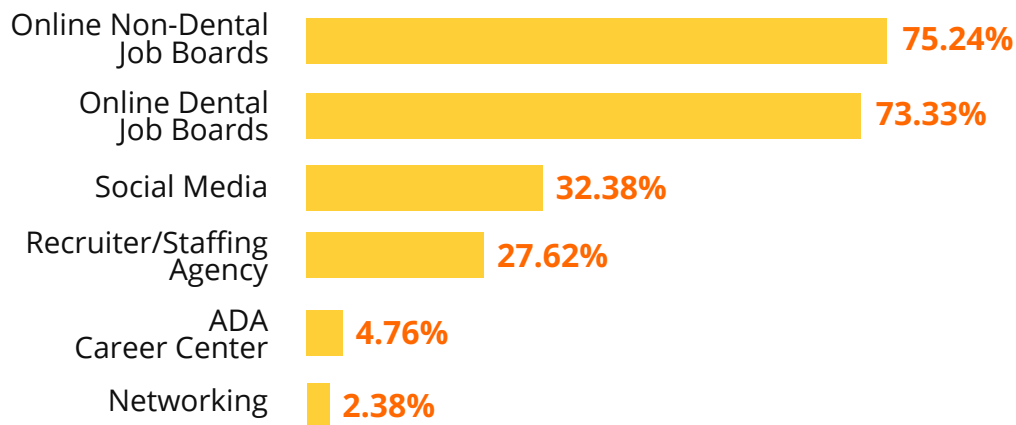
## Motivations for Changing Jobs in 2024

Higher pay and a better work environment topped the motivations of responding practice managers who were applying to new jobs at the time of the survey or planning to apply before the end of 2024.



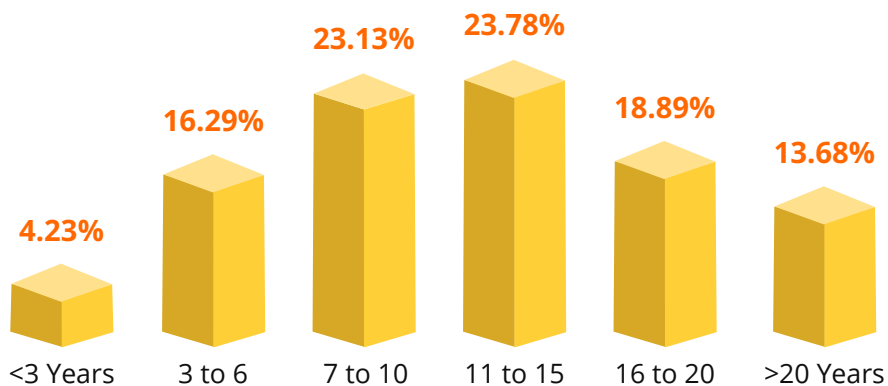
## Where Practice Managers Look for New Jobs

Responding practice managers reported they primarily search for job opportunities on online job boards, followed by social media and a recruiter or staffing agency.



## Planned Years to Retirement

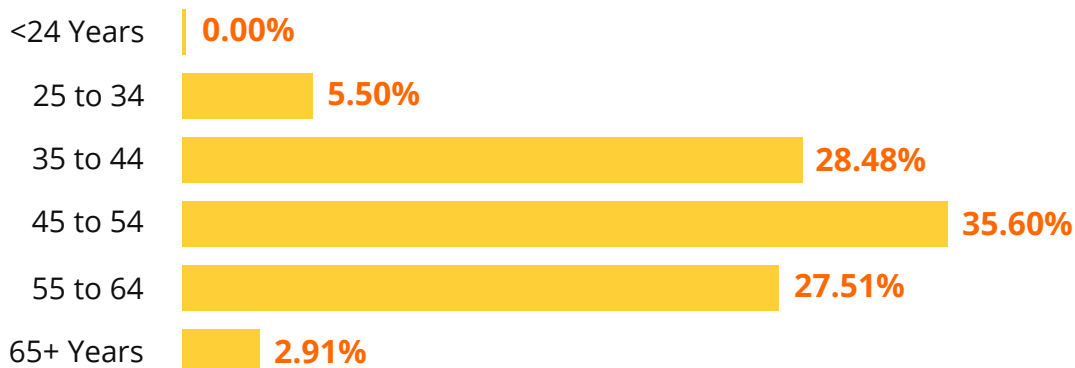
20.52% of responding practice managers planned to retire within six years.



## Age & Experience

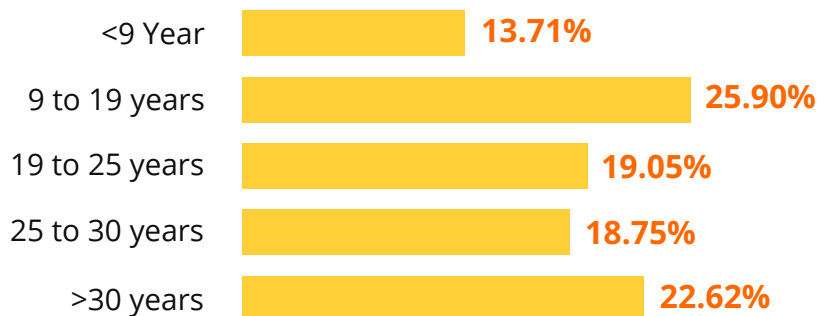
### Age

**64.08%** of respondents were between the ages of 35 and 54.



### Years of Experience as a Practice Manager

Only **13.71%** of respondents had less than nine years of experience as a practice manager.



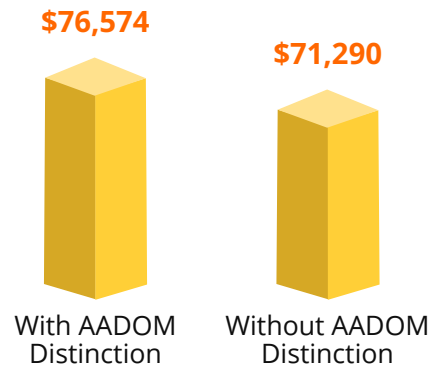
## AADOM Distinction

**10.81%** of respondents reported they have AADOM distinction.



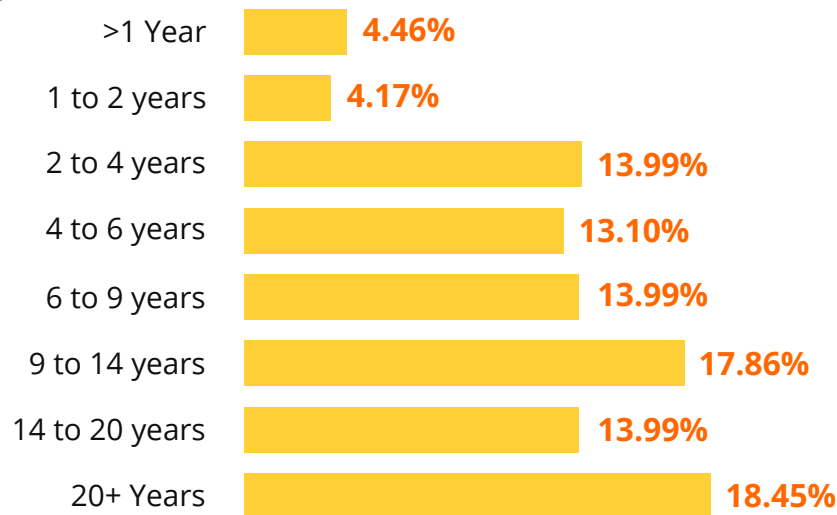


On average, respondents with **AADOM distinction earn 7.41% more** than respondents without AADOM distinction.



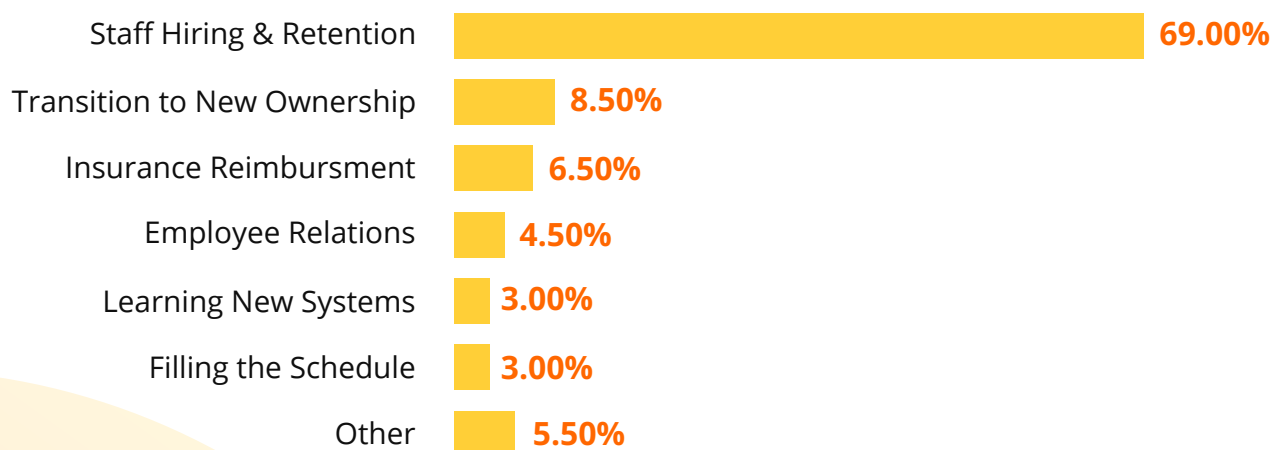
## Longevity with Current Employer

**35.72%** of responding practice managers had been with their current employer for six or fewer years.



## Greatest Career Challenges in 2023

In this year's survey, practice managers were asked to comment on their top challenges in 2023. Their greatest challenge by far was staff hiring and retention.



# DENTAL BILLING SPECIALIST

## REPORT SUMMARY & HIGHLIGHTS

Between July and October 2023, DentalPost conducted its annual dental professional salary survey, generating participation from 81 billing specialists. This year, we asked fewer questions, focusing on their hourly rate of pay, total income from their dental employment, average workweek hours, benefits, job turnover and planned years to retirement.

While this year's survey pool was a third of the size of last year's, our focus on a specific set of questions reveals an array of insightful feedback that will aid you with job-seeking, hiring and retention in the coming year.

### Key Highlights & Takeaways

- Nationwide, full-time billing specialists reported an average (mean) hourly wage of \$25.00. One year ago, the average hourly wage of full-time billing specialists was \$24.50. This represents a year-over-year hourly wage increase of 2.04%.
- In 2023, the average full-time income of the 67 responding billing specialists was \$47,683. In 2022, the average was 3.43% higher (\$49,380). This could be attributable to respondents averaging fewer work hours per week than one year ago, or this decrease could be a result of the small number of respondents.
- Dissatisfaction with their total compensation rose to 45.34% in 2023, up from 25.75% in 2022.
- The percentage of respondents who changed jobs in the previous 12 months was 17.33%. 18.92% were applying for jobs at the time of the survey or planning to apply for new jobs before 2025. Another 45.95% reported they might apply for new jobs. The top motivation reported was a desire for higher income.

## Total Annual Income

67 billing specialists reported total income from dental practice ranging from \$28,000 to \$85,000.

- The Mean (average) annual income of responding billing specialists was **\$47,683**.
- Their median income was **\$46,000**.
- 40% were earning \$45,000 or more in 2023.
- Year over year, the average income **decreased by 3.43%**. This can be attributed to a reduction in the average hours they worked per week in 2023 compared with 2022 or the smaller response size.

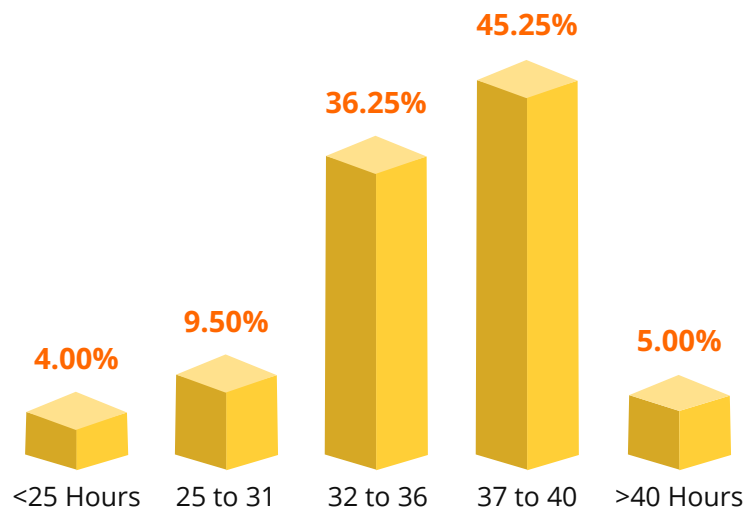
## Hourly Wage

75 billing specialists reported an hourly wage ranging from \$16.00 to \$55.00.

- The mean (average) hourly wage was **\$25.00**.
- The median hourly wage was **\$24.00**.
- Compared year over year, the average hourly rate rose by **2.04%** in 2023.

## Average Workweek Hours

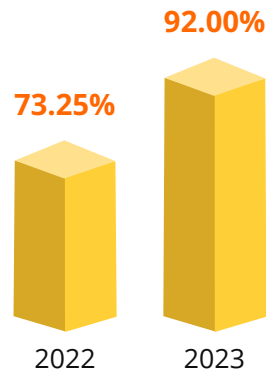
**86.5%** of responding billing specialists work 32 or more hours per week. Only 5% work more than 40 hours per week compared with 18.5% in 2022.



# Benefits

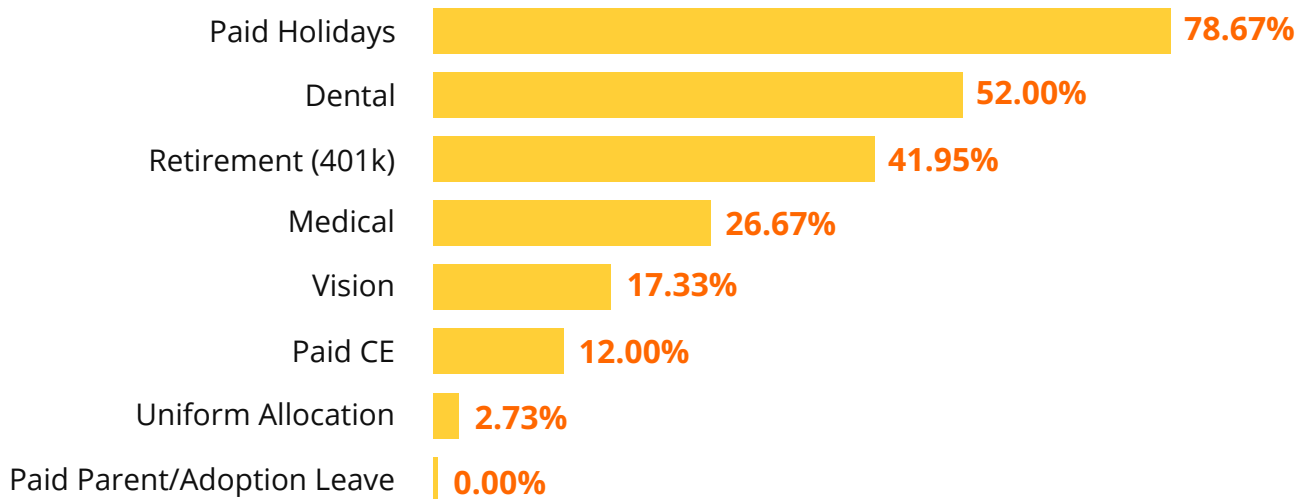
## Year-Over-Year Comparison of the % Who Receive Benefits

In 2023, there was an **18.75% rise** in the number of billing specialists receiving a variety of employee benefits. This year, **92%** received some benefits, compared to 73.25% one year ago.



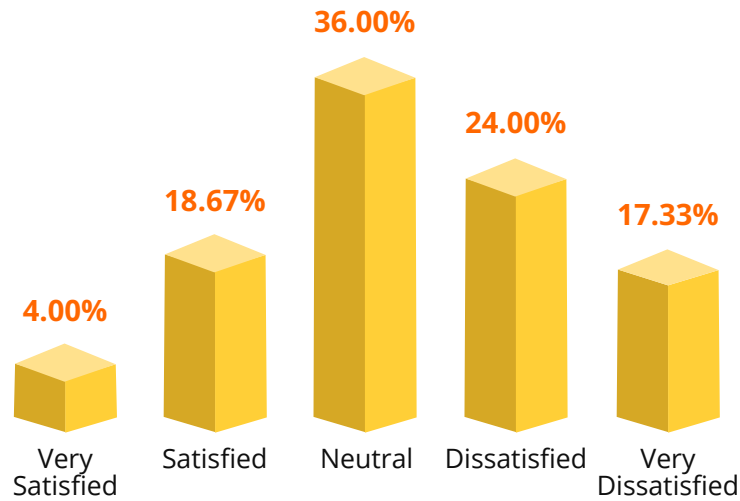
## The Benefits Billing Specialists Receive

75 responding billing specialists reported the top benefits they received in 2023 were paid holidays, dental, retirement/401k and medical. The benefits they wanted most if they did not have them were paid time off and medical.



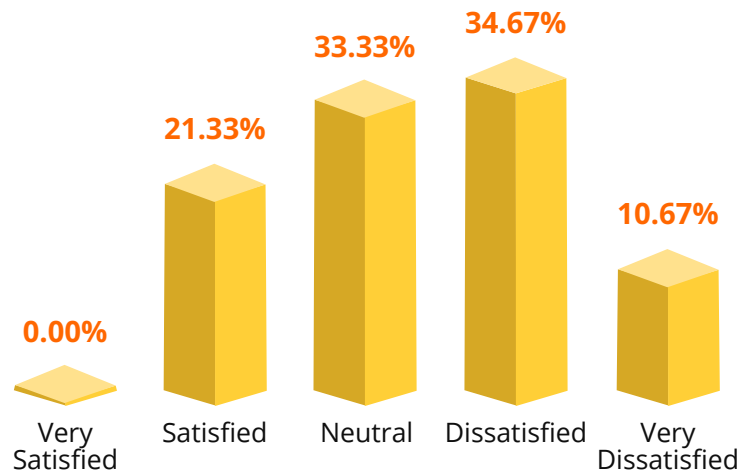
## Satisfaction with Benefits

Only 22.67% were satisfied or very satisfied with their benefits.



## Satisfaction with Total Compensation

Only **21.33%** of responding billing specialists were satisfied with their total compensation (including primary wages/salary, bonuses, commissions and benefits). **45.34%** were dissatisfied or very dissatisfied.

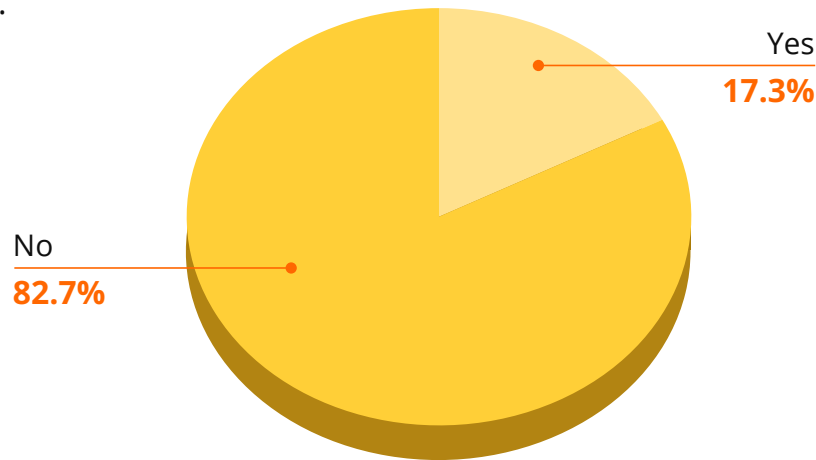


In 2022, 44% were satisfied or very satisfied, and 25.75% were dissatisfied or very dissatisfied. Year over year, **satisfaction decreased by 23.57%** in 2023.

# Job Turnover

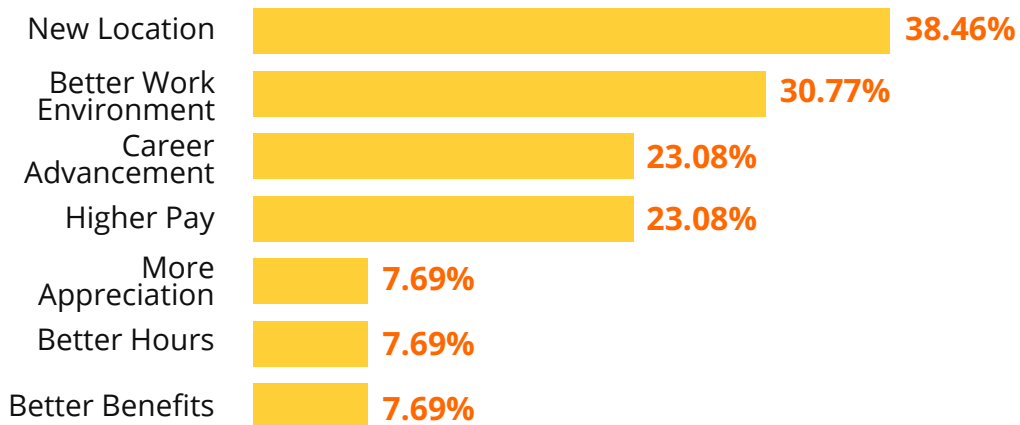
## Changed Employers in the Previous 12 Months

**17.33%** of responding billing specialists changed employers within the previous twelve months.

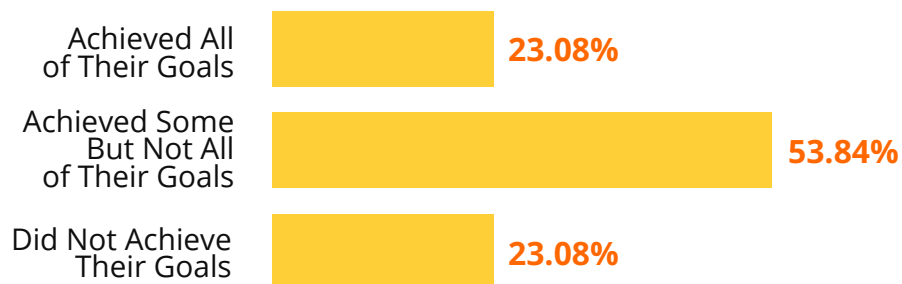


## Motivations for Changing Jobs in 2023

The respondents who changed employment were motivated to make the change primarily for a new location and a better work environment but multiple factors influenced their decisions. Of the five who chose a new location, two of them had to relocate for their family, two reported their previous employer retired, and one reduced their office commute.

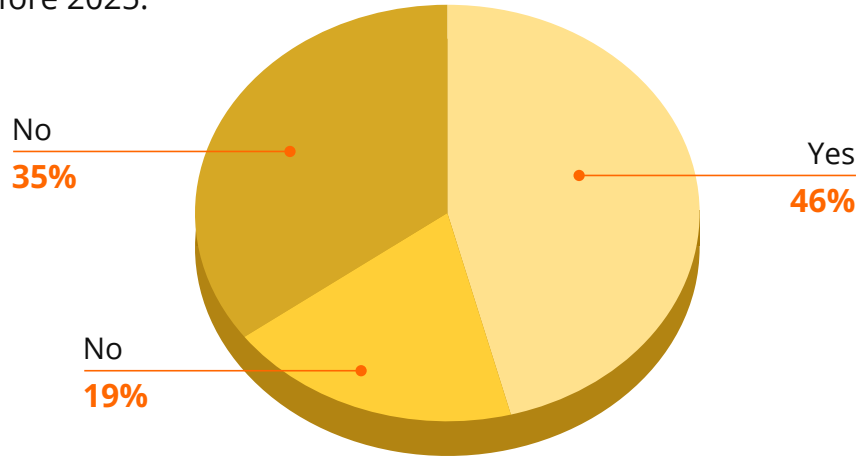


**76.82%** reported they achieved some or all of their goals by changing jobs.



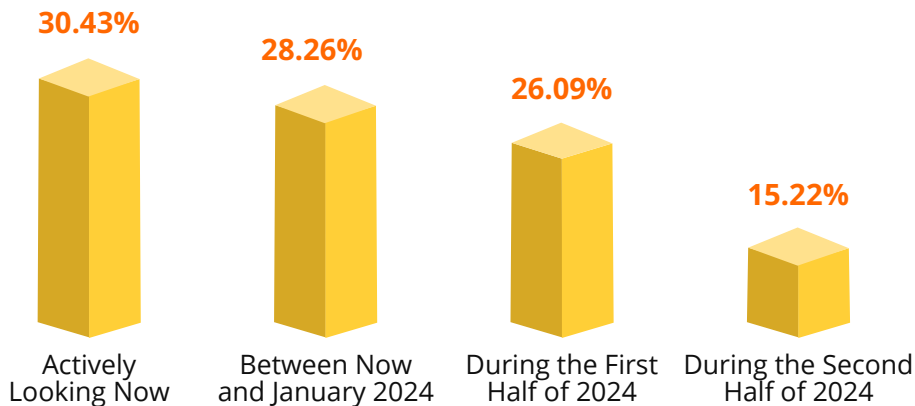
## Plan to Apply for New Jobs

**64.87%** of the responding billing specialists were considering applying for new jobs before 2025. **45.95%** were applying to new jobs at the time of the survey or planning to apply for new jobs by the end of 2024. An additional **18.92%** reported they might apply for new jobs before 2025.



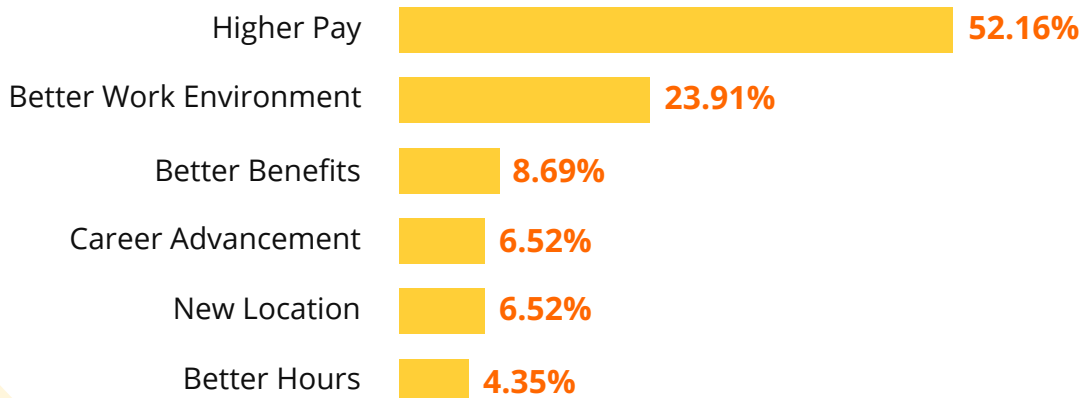
## When Job Searchers Plan to Apply to New Jobs

**30.43%** of responding billing specialists who planned to apply to new jobs were actively looking at new job opportunities at the time of the survey.



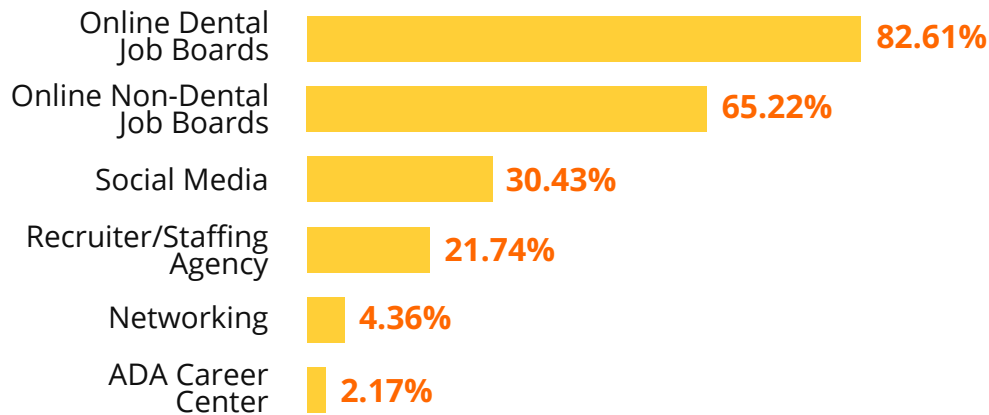
## Motivations for Changing Jobs in 2024

Higher pay and a better work environment topped the motivations of responding billing specialists who were applying to new jobs at the time of the survey or planning to apply before the end of 2024.



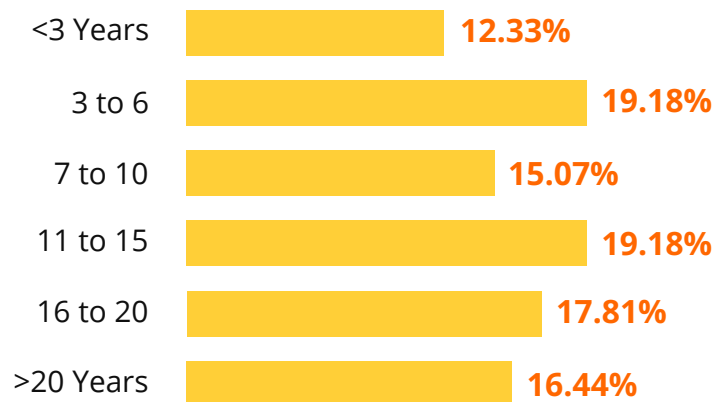
## Where Billing Specialists Look for New Jobs

Responding billing specialists reported they primarily search for job opportunities on dental-specific online job boards, followed by non-dental-specific online job boards.



## Planned Years to Retirement

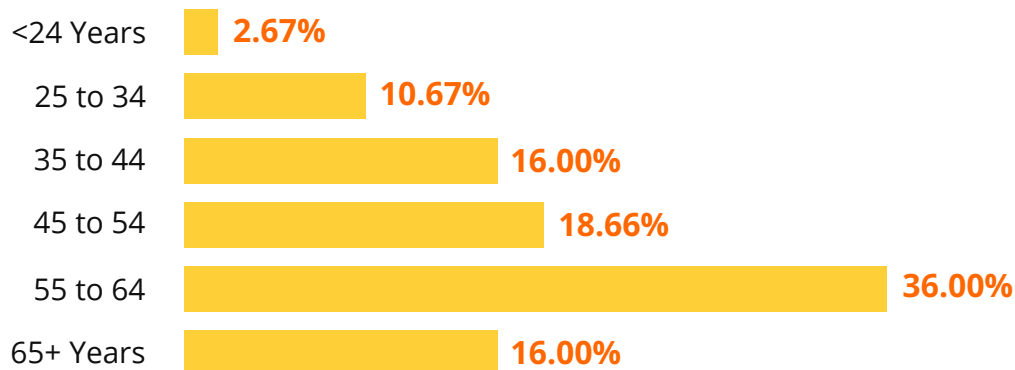
**31.61%** of responding billing specialists planned to retire within six years.



## Age & Experience

### Age

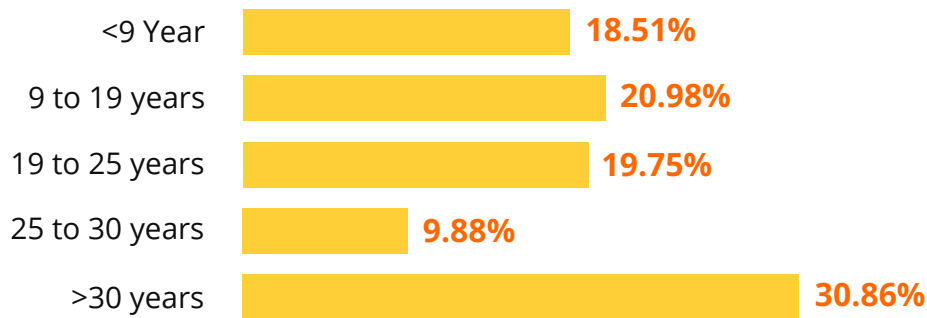
**54.66%** of respondents were between the ages of 45 and 64.





## Years of Experience as a Billing Specialist

Only **18.51%** of respondents had nine or fewer years of experience as a billing specialist.



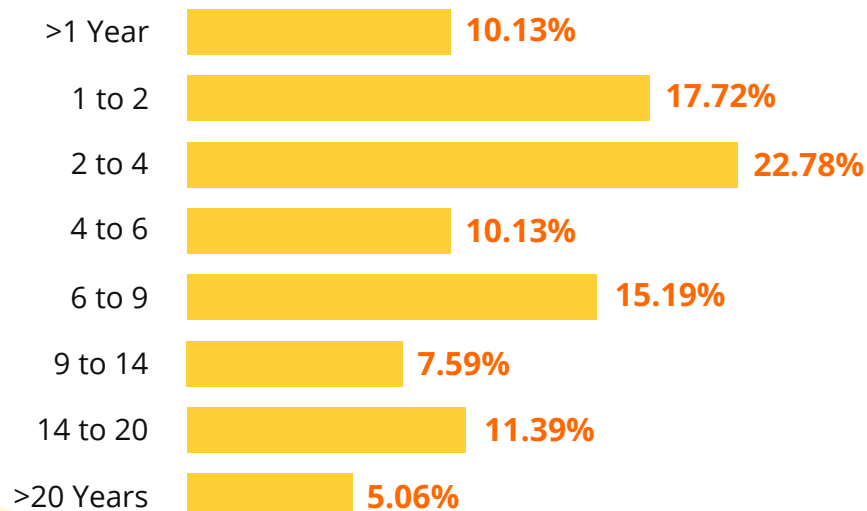
## AADOM Distinction

12.77% of respondents reported they have AADOM distinction. Those with AADOM distinction earn 9.8% more than those who do not.



## Longevity with Current Employer

**60.76%** of respondents had been with their current employer for six or fewer years.



# DENTAL FRONT OFFICE ASSOCIATE/RECEPTIONIST

## REPORT SUMMARY & HIGHLIGHTS

Between July and October 2023, DentalPost conducted its annual dental professional salary survey, generating participation from 87 front-office associates/receptionists (front-office team members who are not practice managers or billing specialists). This year, we asked fewer questions, focusing on their hourly rate of pay, total income from their dental employment, average workweek hours, benefits, job turnover and planned years to retirement.

While this year's survey pool was a third of the size of last year's, our focus on a specific set of questions reveals an array of insightful feedback that will aid you with job-seeking, hiring and retention in the coming year.

### Key Highlights & Takeaways

- Nationwide, full-time front-office associates/receptionists reported an average (mean) hourly wage of \$25.00. One year ago, the average hourly wage of full-time front-office associates/receptionists in private practice was \$23.38. This represents a year-over-year hourly wage increase of nearly 7%.
- In 2023, the average full-time income of responding front-office associates/receptionists was \$42,416. In 2022, the average was \$42,565. This represents an average total income decrease of 3.4% (-3.4%). This can be attributed to respondents averaging fewer work hours per week than one year ago when 54.25% were working 37 or more hours per week compared with 35.81% in 2023.
- Dissatisfaction with their total compensation rose to 30.88% in 2023, up from 26.00% in 2022.
- The percentage of respondents who changed jobs in the previous 12 months was 17.65%. 32.81% were applying for jobs at the time of the survey or planning to apply for new jobs before 2025. Another 31.34% reported they might apply for new jobs. The top motivation reported was a desire for higher income.

# Total Annual Income

54 front-office associates/receptionists reported total income from dental practice ranging from \$23,000 to \$100,000.

- The mean (average) annual income of responding front-office associates/receptionists was **\$42,416**.
- Their median income was **\$40,000**.
- Year over year, the average income **decreased by 3.4%**. This could be attributable to an 18.5% reduction in the average hours they worked per week in 2023 compared with 2022 or be attributable to the smaller number of responses to this year's survey.

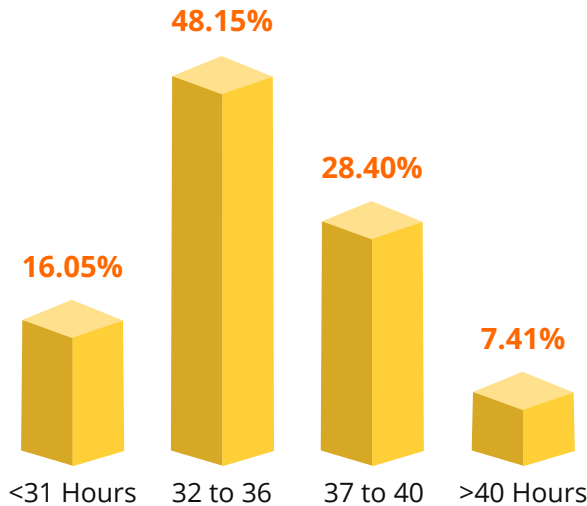
# Hourly Wage

64 front-office associates/receptionists reported an hourly wage ranging from \$15.00 to \$37.00.

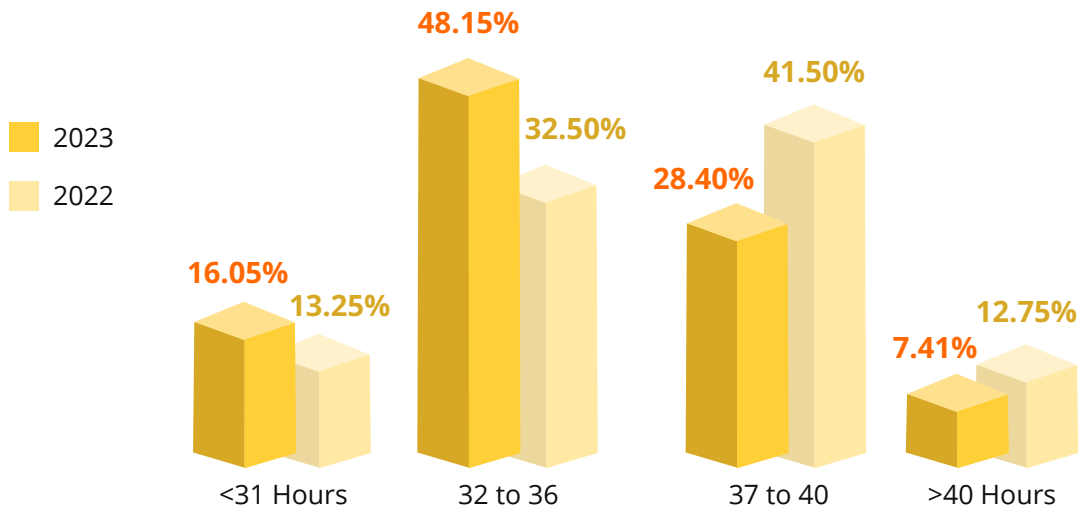
- The mean (average) hourly wage was **\$25.00**.
- The median hourly wage was **\$24.00**.
- Compared year over year, the average hourly rate rose by **6.89%** in 2023.

# Average Workweek Hours

**83.95%** of responding front-office associates/receptionists work 32 or more hours per week.



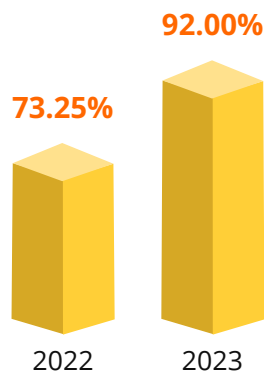
Year over year, the average number of hours they work per week decreased in 2023. In 2022, 54.25% were working 37 or more hours per week compared with 35.81% in 2023.



## Benefits

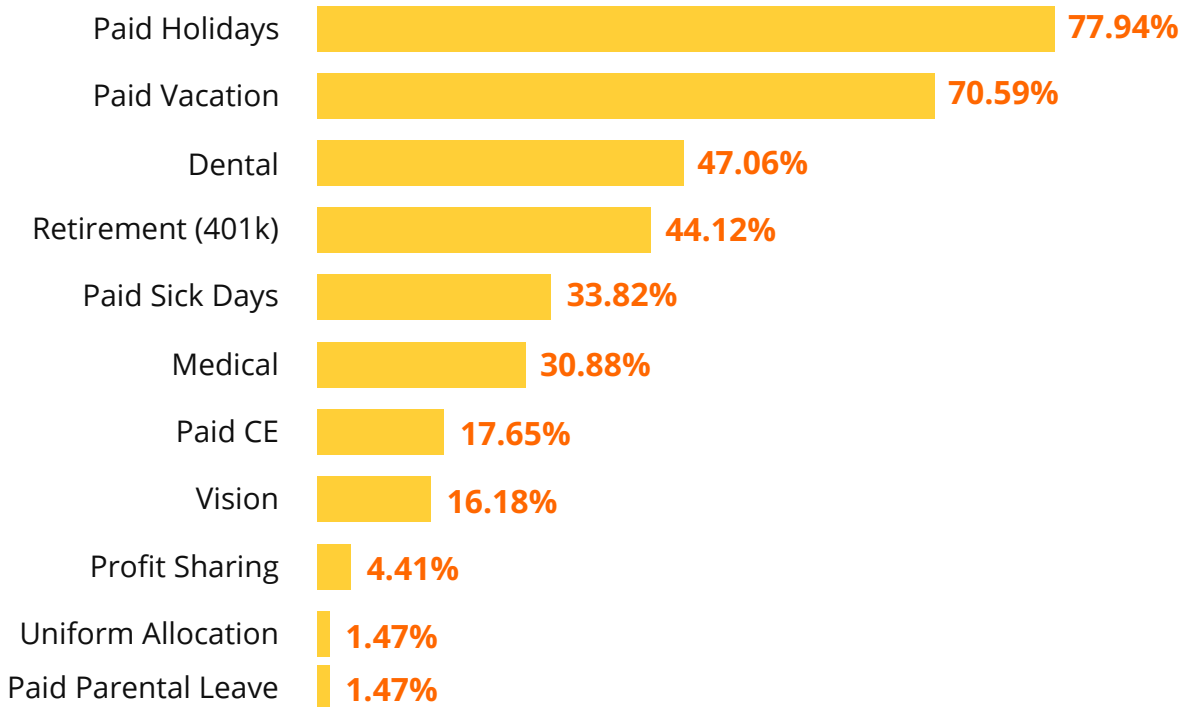
### Year-Over-Year Comparison of the % Who Receive Benefits

In 2023, there was an **18.75%** rise in the number of front-office associates/receptionists receiving a variety of employee benefits. This year, **92%** received some benefits, compared to 73.25% one year ago.



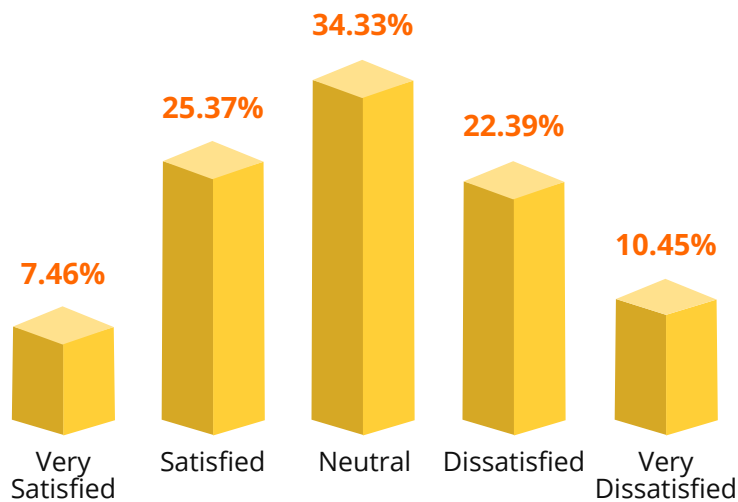
## The Benefits Front Office Associates Received

68 respondents reported the top benefits they received in 2023 were paid holidays and vacation, dental, retirement/401, paid sick days, and medical. The benefits they wanted most if they did not have them were medical and retirement.



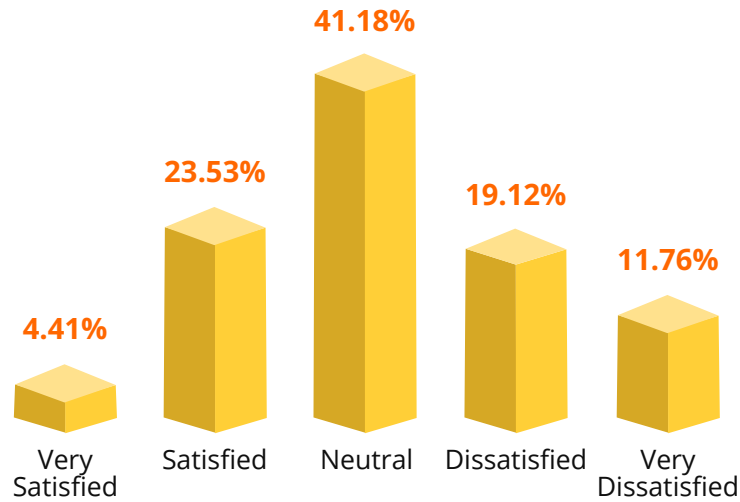
## Satisfaction with Benefits

Nearly one-third (32.83%) were satisfied or very satisfied with their benefits.



## Satisfaction with Total Compensation

**27.94%** of responding front-office associates/receptionists were satisfied with their total compensation (including primary wages/salary, bonuses, commissions and benefits). **30.88%** were dissatisfied or very dissatisfied.

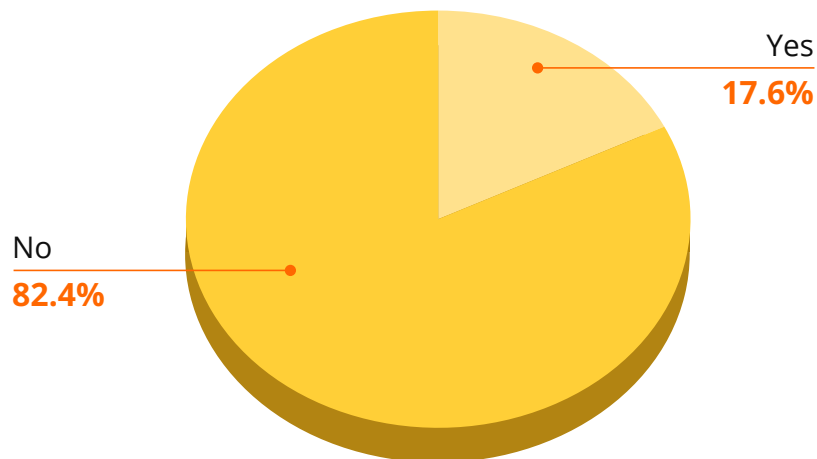


In 2022, 40% were satisfied or very satisfied, and 26% were dissatisfied or very dissatisfied. Year over year, **satisfaction decreased by 12%** in 2023.

## Job Turnover

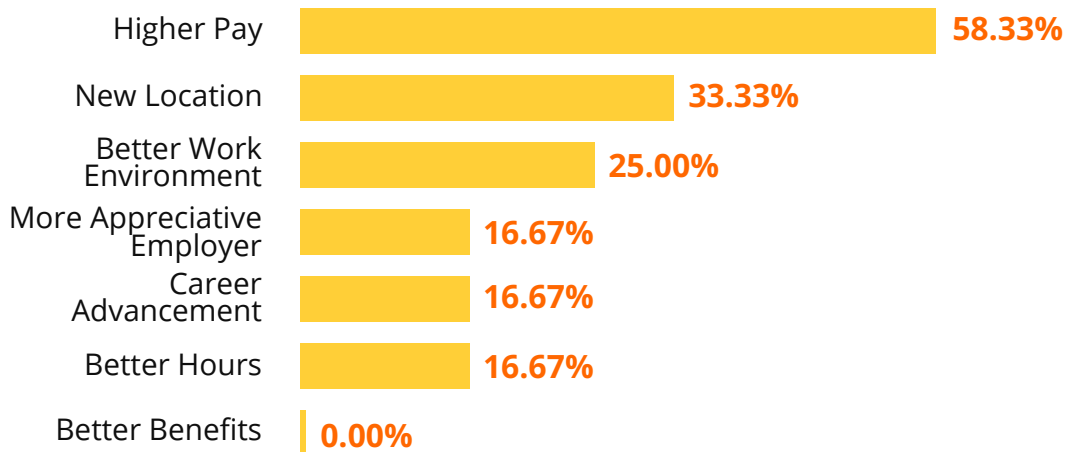
### Changed Employers in the Previous 12 Months

**17.65%** of responding front-office associates/receptionists changed employers within the previous twelve months.

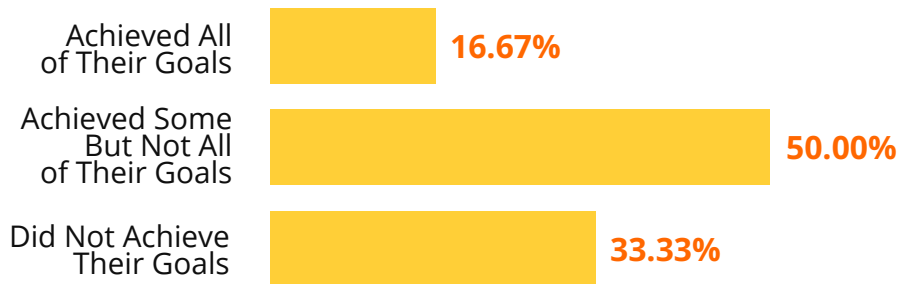


## Motivations for Changing Jobs in 2023

The respondents who changed employment were motivated to make the change primarily for higher income and a new location but multiple factors influenced their decisions. Two of the four who chose a new location did so because their previous employer retired.

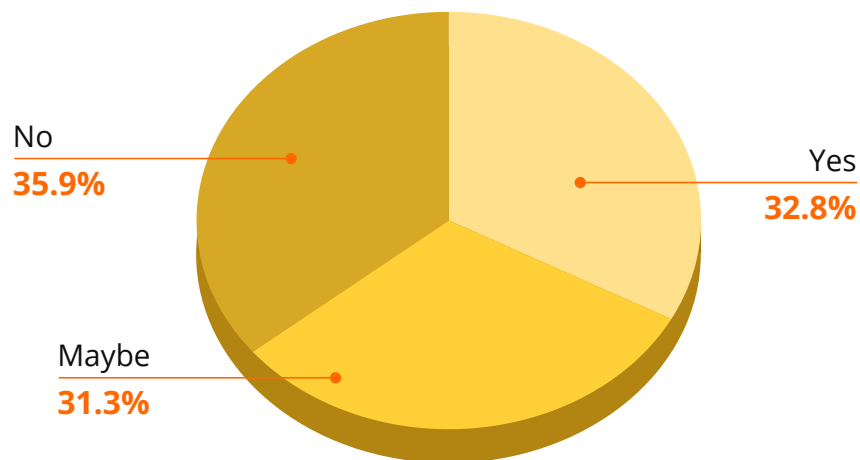


**66.67%** reported they achieved some or all of their goals by changing jobs.



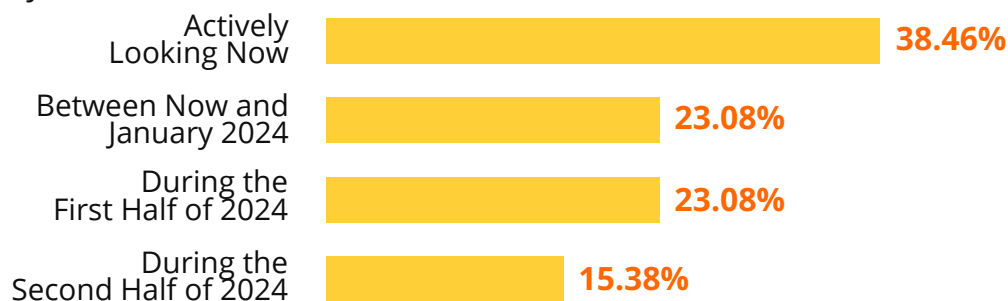
## Plan to Apply for New Jobs

**64.18%** of the responding front-office associates/receptionists were considering applying for new jobs before 2025. **32.84%** were applying to new jobs at the time of the survey or planning to apply for new jobs by the end of 2024. An additional **31.34%** reported they might apply for new jobs before 2025.



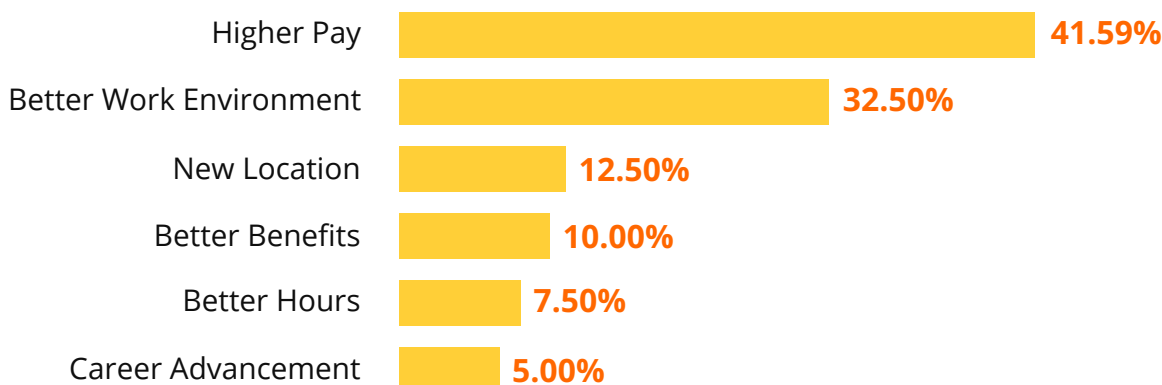
## When Job Searchers Plan to Apply to New Jobs

**38.46%** of responding front-office associates/receptionists who planned to apply to new jobs were actively looking at new job opportunities at the time of the survey.



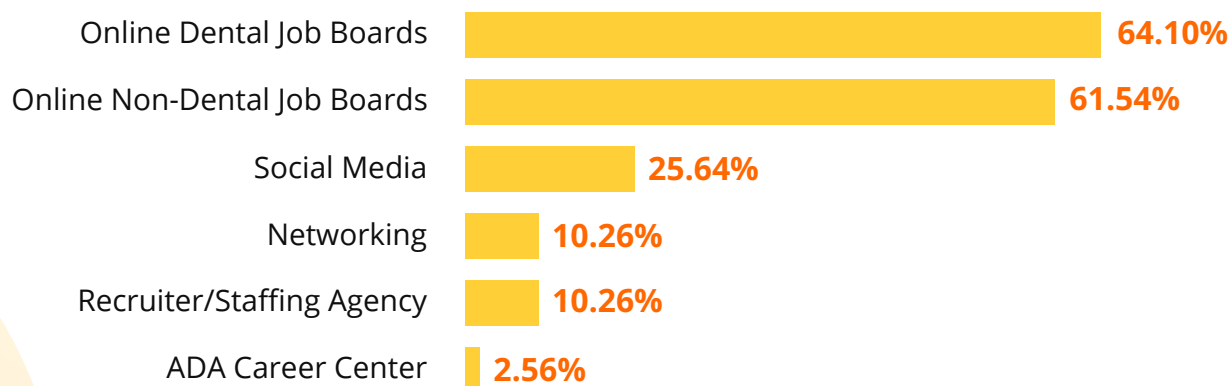
## Motivations for Changing Jobs in 2024

Higher pay and a better work environment topped the motivations of responding front-office associates/receptionists who were applying to new jobs at the time of the survey or planning to apply before the end of 2024.



## Where Front Office Associates Look for New Jobs

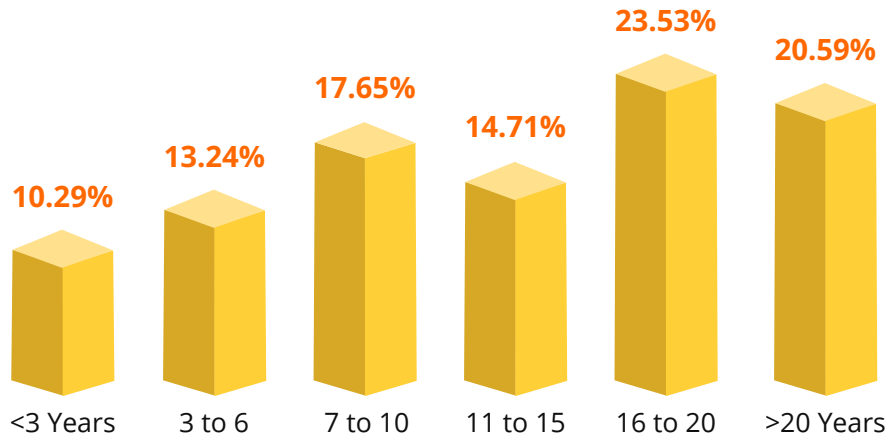
Responding front-office associates/receptionists reported they primarily search for job opportunities on dental-specific online job boards, followed by non-dental-specific online job boards.





## Planned Years to Retirement

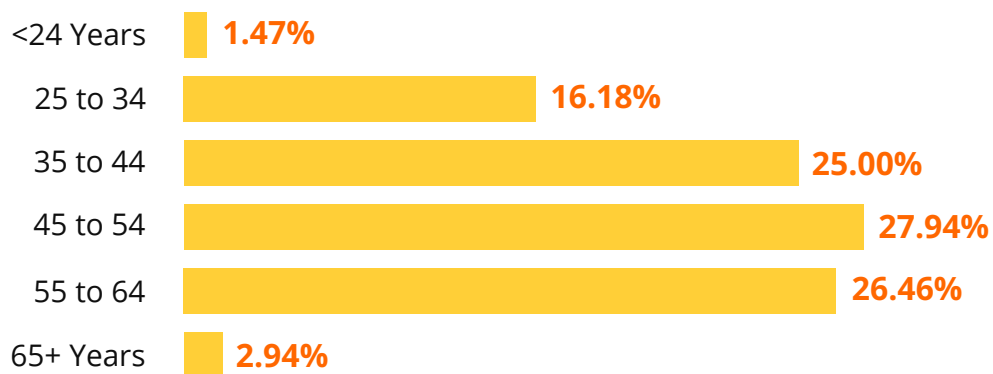
**23.53%** of responding front-office associates/receptionists planned to retire within six years.



## Age & Experience

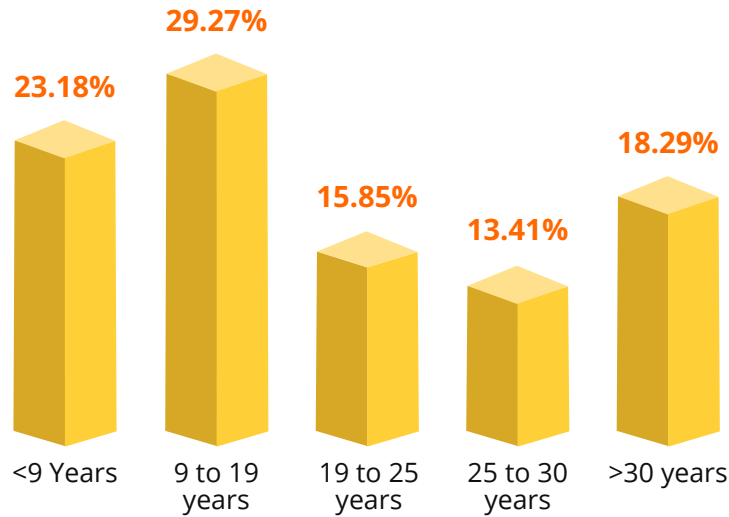
### Age

**79.40%** of responding front-office associates/receptionists were between the ages of 35 and 64.



## Years of Experience as a Front-Office Associate/Receptionist

**52.45%** of respondents had 19 or fewer years of experience as a front-office associate/receptionist. 1.2% of respondents reported they have AADOM distinction.



## Longevity with Current Employer

**64.20%** of respondents had been with their current employer for six or fewer years.

