

Assistant Director of Clinical and Laboratory Operations
Tufts University

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Posted Nov. 24, 2025, set to expire Apr. 5, 2026

Job Title	Assistant Director of Clinical and Laboratory Operations
Department	School of Dental Medicine
Institution	Tufts University Medford, Massachusetts
Date Posted	Nov. 24, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Medicine/Laboratory Medicine Health Administration & Policy
Job Website	https://jobs.tufts.edu/jobs/22586?lang=en-us&iis=Job+Board&iisn=AcademicKeys

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Job Description

Overview

Tufts University School of Dental Medicine (TUSDM) offers one of the most forward-looking educational environments in dental medicine in the country. Since its founding in 1868, TUSDM has been committed to leadership in education, patient care, research, and community service. Students obtain an interdisciplinary education, integrated with medicine, with access to training in dental specialties. Clinics managed at TUSDM provide quality comprehensive care to more than 20,000 individuals annually. Nationally and internationally, the school promotes health and educational programs and researches new procedures, materials, and technologies to improve oral health.

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What You'll Do

The Assistant Director of Clinical & Laboratory Operations serves as the Deputy to the Senior Director of Clinical & Educational Operations, providing executive-level oversight of clinical support services and educational laboratories while maintaining advisory connections across all other operational divisions. This role ensures continuity of leadership, acting as the Senior Director's designee in school-wide meetings, committees, and governance forums, and provides stability and direction during leadership absences. The Assistant Director directly supervises the Manager of Clinical Support Services and Laboratory Coordinators. Through these leaders, the role indirectly supports approximately 50 staff members including dental assistants, hygienists, and laboratory personnel. By coordinating staffing, mentoring managers, and aligning workflows with institutional priorities, the Assistant Director advances the dual mission of delivering high-quality patient care and supporting academic programs. This position is designed to serve as a strategic advisor and operational integrator, bridging gaps between units, aligning compliance-critical functions, and ensuring that clinical support and laboratory operations are seamlessly embedded into the academic and clinical framework of the school.

Responsibilities include:

Leadership & Workforce Oversight

- Supervise the Manager of Clinical Support Services and four Laboratory Coordinators, indirectly overseeing about 50 staff.
- Build leadership capacity among managers through mentoring in scheduling, resource allocation, performance management, and compliance.
- Advise on workforce planning, succession management, and workload distribution across shifts as deputy to the Senior Director, ensuring operational continuity and a strong culture of accountability.

Laboratory Operations

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Provide high-level oversight of predoctoral, postgraduate, orthodontic, and production laboratories.

- Ensure efficient case intake, quality assurance, and best practices for workflows.
- Collaborate with faculty to align lab support with academic programs and represent the school in cross-departmental planning where lab operations intersect with clinical or procurement functions.

Clinical Support Services Oversight

- Partner with the Manager of Clinical Support Services to align staffing strategies with patient care and academic needs.
- Oversee coverage across shifts, monitor productivity, and implement best practices.
- Serve as the escalation point for operational issues and represent the Senior Director in meetings with delegated authority.

Advisory & Cross-Departmental Integration

- Maintain advisory involvement with Central Sterilization, Materials Management, Procurement, and Preclinical Operations to ensure coordinated strategies.
- Oversee compliance with OSHA, BORID, DPH, and infection control standards, reinforcing training and preparing for audits.
- Lead quality improvement initiatives to enhance efficiency, reduce risk, and improve student and patient experiences.

Other Duties

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- Perform additional responsibilities as assigned, including leading pilot projects, supporting new initiatives, and representing the Senior Director when needed.
- Adapt duties based on evolving institutional priorities.

What We're Looking For

Basic Requirements:

- Minimum of 7 years of progressively responsible experience in healthcare, higher education, or clinical operations, including at least 3 years in a supervisory or management role.
- Demonstrated success in managing large, diverse teams across multiple service areas, including laboratory staff, clinical support services, and supervisory personnel.
- Strong knowledge of clinical operations, academic support, and laboratory workflows, including coordination between predoctoral and postgraduate programs.
- Experience with compliance-critical functions, including infection control, OSHA, BORID, and DPH requirements.
- Excellent skills in organizational planning, workforce management, and cross-departmental coordination.
- Strong communication and leadership skills with the ability to influence faculty, staff, and students across academic and clinical environments.
- Proficiency in Microsoft Office and the ability to learn institution-specific scheduling, inventory, and compliance systems.
- Ability to complete all required background checks at the time of hire, promotion, or transfer.

Preferred Qualifications:

- Bachelor's degree in healthcare administration, business, science, or a related field required; Master's degree preferred.
- Master's degree in healthcare administration, supply chain, business, or a related discipline.
- Experience in an academic dental or healthcare setting, with an understanding of the intersection of education, compliance, and patient care.
- Certification in Lean, Six Sigma, or other process improvement methodologies.
- Demonstrated success in quality improvement initiatives that enhance compliance, efficiency, or service delivery.

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- Experience with digital technologies in clinical or educational settings (e.g., intraoral scanners, CAD/CAM, VR training systems).
- Proven ability to represent operations in institutional committees or governance bodies.
- Familiarity with unionized work environments and workforce development.

Pay Range

Minimum \$141,000.00, Midpoint \$176,300.00, Maximum \$211,500.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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