



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: Dental Receptionist/Registration Specialist
SUPERVISOR: Patient Care Supervisor 1 & II
LOCATION: Peter Christensen Dental
POST DATE: March 28, 2019
CLOSING DATE: April 11, 2019

General Description: Receptionist duties include greeting and assisting all patients and visitors for the Dental Clinic. Assists dental patients by collecting required information for patient charts including: demographic and insurance information, patient registration and payment processing. Operates general office equipment including computer with Microsoft and dental program software.

Qualifications: High School Diploma or equivalent required. Minimum of six months of customer service experience required. General office experience in dental setting with knowledge of dental terminology preferred.

Salary: \$10.00-\$15.00 per hour/ Dependent upon qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located via website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Dental Receptionist/Registration Specialist

B. DEPARTMENT: Peter Christensen Dental Clinic

C. SUPERVISOR'S TITLE: Patient Care Supervisor I & II

A. D. DESCRIPTION OF DUTIES: Reception duties include greeting and assisting all patients and visitors to the Dental Clinic. Assists dental patients by collecting required information for patient charts including demographic and insurance information, patient registration, and payment processing. Operates general office equipment including credit card machine, Microsoft and dental program software. Specific duties include but are not limited to:

1. Greets patients professionally and cordially.
2. Promptly answers, screens and routes incoming telephone calls.
3. Supplies information to callers, visitors and patients.
4. Updates patient demographic, financial and billing information in the computer system.
5. Verifies dental insurance and co-pays.
6. Takes patient's payments and posts to appropriate account.
7. Notifies staff of patient arrival.
8. Sends out new patient information packet.
9. Creates dental charts for new patient arrival. Maintains all dental record documents and filing of records. Prepares patient records for upcoming appointments, if needed.
10. Collecting proper patient information insurance cards, Tribal ID, etc.
11. Makes appointment reminders and verifies appointments.
12. Maintains neatness in all work area and patient areas.
13. Carries out assigned duties with sensitivity to cultural environment.
14. Alerts staff of changes in the schedules and any upcoming meetings or events.
15. Maintains strictest confidentiality. Attends meetings and educational activities as required.
16. Performs related and any additional duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Heavy, high volume contact with patients and staff
2. **External:** Frequent contact with general public and service related vendors

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Patient Care Supervisor I & II

H. EDUCATION: High school diploma or equivalent is required. Training in dental office operations preferred.

I. EXPERIENCE: General office experience in dental setting with knowledge of dental terminology preferred. Minimum of six months customer service required.

J. SKILLS:

1. Requires manual dexterity sufficient to operate a keyboard
2. Demonstrate knowledge of dental terminology, dental software, operation of credit card machine, copier knowledge and Microsoft Office programs

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Duties are performed in an office setting.
2. **Exposure to Hazards:** May be potentially exposed to patients with communicable diseases.
3. **Physical Requirements:** May require sitting for long periods of time, bending, stooping and stretching for files and supplies. Occasional lifting of files weighing up to 30 pounds vision must be correctable to 20/20 and hearing must be within normal range for telephone contact. It is necessary to view and type on computer screens.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Dental Receptionist/Registration Specialist to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians. Must attend all mandatory meetings and participate in training and development activities as directed. Must be able to work flexible hours and shifts. Must be able to work Saturdays.

N. SIGNATURES:

Employee

Date

Manager

Date: