



## TRIBAL PERSONNEL DEPARTMENT

# JOB ANNOUNCEMENT

**JOB TITLE:** Appointment Coordinator (Call In as needed)  
**SUPERVISOR:** Clinical Manager  
**LOCATION:** Peter Christensen Health Center  
**POST DATE:** April 24, 2019  
**CLOSING DATE:** Open until Filled

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**General Description:** The primary responsibilities of this position are to greet patients upon arrival, and assist them by providing appropriate forms and writing materials. Represent our office positively and work to create a comfortable and relaxed environment. Promptly update schedule changes, answer phones, have working knowledge of medical terminology and abbreviations.

**Qualifications:** High School Diploma or equivalent required. Completion of Medical Terminology course preferred. Comprehensive knowledge of efficient medical appointment scheduling, customer service experience, working computer knowledge, and one year of working in a medical office setting preferred.

**Salary:** \$12.00 - \$17.00 per hour/ Dependent upon qualifications. (up to 29 hrs.)

**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](http://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](mailto: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:** Appointment Coordinator

**B. DEPARTMENT:** Peter Christensen Health Center

**C. SUPERVISOR'S TITLE:** Clinic Manager

**D. DESCRIPTION OF DUTIES:** The appointment Coordinator is responsible for the coordination of appointment desk functions including patient relations, appointment scheduling, telephone duties, patient registration and handling of patient inquires. Specific responsibilities include but are not limited to;

1. Greet, register and announce to appropriate personnel, any visitors entering the clinic.
2. Represent our office positively throughout this encounter and work to create a comfortable and relaxed, yet professional and competent feel to the appointment desk and waiting area.
3. Promptly update schedule changes and coordinate efficient patient flow.
4. Schedule medical, laboratory, radiology, nurse, physical therapy, occupational therapy, oral surgery, podiatry, and any other new services within the electronic medical record (EMR) system.
5. Answer all incoming telephone calls in a professional and friendly manner and route to appropriate extensions or task messages.
6. Assist patients with questions regarding appointments.
7. Have working knowledge of and apply the concepts of medical terminology and abbreviations.
8. Have working knowledge of medical terminology and abbreviations.
9. Print and mail rescheduled appointment reminder letters.
10. Monitor and update patient demographics.
11. Professionally address patient questions. If unable to provide accurate responses to technical or department/specific questions, refer patient to appropriate personnel for assistance.
12. Assign and update patient provider information.
13. Maintains strictest confidentiality according to HIPAA standards.
14. Attends meetings and educational activities as required.
15. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring as well as process improvement is occurring.
16. Works towards achieving implementation of AAAHC certifications and conducts appropriate follow up.

**E. POSITION RELATIONSHIPS:**

1. **Internal:** Must be able to work in a team atmosphere which allows a high level of patient care to be delivered.

2. **External:** Must maintain professionalism with several specialty practices, hospitals, community resources, public health departments and all other agencies deemed necessary to provide comprehensive patient care.

**F. SUPERVISORY RESPONSIBILITIES:** None

**G. SUPERVISION RECEIVED:** Reports directly to the Clinic Manager

**H. EDUCATION:** High School Diploma or equivalent, completion of Medical Terminology course preferred.

**I. EXPERIENCE:** Comprehensive knowledge of efficient medical appointment scheduling, customer service experience, working computer knowledge, and one year of work in a medical office setting. Ability to obtain and maintain CPR certification within 6 months of employment required.

**J. SKILLS:**

- 1) Above average organizational and critical thinking skills.
- 2) Above average typing skills.
- 3) Have working knowledge of medical terminology and abbreviations.
- 4) Proper phone etiquette and professionalism.
- 5) Understanding and implementation of HIPAA standards.
- 6) To function effectively under stress and offer assistance to apprehensive patients, family members and clinic staff in a professional manner.
- 7) Knowledge of administrative and clerical procedures and systems including word processing, including managing electronic health records systems.
- 8) Effectively participate as a team member by providing willing assistance to co-workers.

**K. WORKING ENVIRONMENT:**

1. **Work Conditions:** Fast paced clinical office setting.
2. **Exposure to Hazards:** May be exposed to situations where a patient's behavior may create undesirable conditions. Daily exposure to bodily fluids and communicable disease.
3. **Physical Requirements:** Prolonged sitting with occasional standing and walking. Lifting up to 25 lbs.; occasionally and operating office equipment.

**L. BEHAVIOR:** The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Appointment Coordinator 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 subject to disciplinary action.

**M. OTHER:** Employee must provide proof of immunity to measles, mumps, rubella and varicella at the time of employment and submit to a TB skin test. 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.

**N. SIGNATURE:**

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**Employee**

**Date**

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**Manager**

**Date**