



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Front Desk Receptionist**
SUPERVISOR: **Medical Benefits/Front Desk Supervisor**
LOCATION: **Peter Christensen Health Center**
POST DATE: **July 23, 2020**
CLOSING DATE: **August 6, 2020**

General Description: The primary responsibility includes maintaining and updating patient registration, demographic and financial information. Greets and directs all patients and visitors. Answer in-coming telephone calls and route to proper extensions or take messages, as needed. This job requires strictest adherence to HIPAA for high visibility with health care issues. Confidentiality will be maintained at all times both in and out of the clinic setting.

Qualifications: High School Diploma or equivalent is required. Computer experience and accurate typing skills required. Prior Medical Office experience preferred.

Salary: \$10.00-\$12.00 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: Front Desk Receptionist

B. DEPARTMENT: Peter Christensen Health Center

C. SUPERVISOR'S TITLE: Medical Benefits/Front Desk Supervisor

D. DESCRIPTION OF DUTIES: The primary responsibilities includes maintaining and updating patient registration, demographic and financial information. Greets and directs all patients and visitors. Specific responsibilities include, but are not limited to the following;

1. Greet patients upon arrival, and assist them by providing appropriate forms and writing materials. Give assistance, if necessary, in filling them out.
2. Greet, register and announce to appropriate personnel, any visitors entering the clinic.
3. Represent our office positively throughout this encounter and work to create a comfortable and relaxed, yet professional and competent feel to the registration department.
4. Registers patient for scheduled appointment, making sure to review any patient alerts.
5. Update patient demographics
6. Request, record and verify all patient insurance. (Private, Medicare, Medical Assistance, etc.)
7. Answer in-coming telephone calls in a professional and friendly manner and route to appropriate extensions or task messages.
8. Professionally address patient's questions. If unable to provide accurate responses to technical or department/specific questions, refer patient to appropriate personnel for assistance.
9. Maintains work area and lobby in a neat and orderly manner.
10. Maintains strictest confidentiality according to HIPAA standards.
11. Attends meetings and educational activities as required.
12. Assist patients with questions regarding appointments via telephone and in-person.
13. Promptly update schedule changes and coordinate efficient patient flow.
14. Make appointment reminder telephone calls in a professional and friendly manner.
15. Assist with the arrangement of medical transportation services.
16. Compile and send new patient packets with appropriate registration material and information about PCHC and its providers.
17. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
18. Works toward achieving implementation of AAAHC certifications and conducts appropriate follow-up.
19. All other duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with PCHC staff.
2. **External:** Frequent contact with patients and visitor, occasional contact with vendors.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Operates independently with minimal supervision received from the Medical Benefits/Front Desk Supervisor.

H. EDUCATION: High School Diploma or equivalent is required.

I. EXPERIENCE:

Experience in working with the public in clinical or office setting desired. Should be conscientious, reliable, and require minimal supervision, pleasant demeanor working with all staff, patients, and clients, knowledge of insurance verification information. Basic Life Support certified or the ability to obtain and maintain certification within 6 months of employment.

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.
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 setting.
2. **Exposure to Hazards:** May be exposed to situations where patient's behavior may create undesirable conditions. Potential exposure to communicable diseases and blood borne pathogens.
3. **Physical Requirements:** Prolonged sitting with occasional standing and walking. Lifting up to 20 lbs. occasionally

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Front Desk Receptionist 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: Demonstrates a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Employee must provide proof of immunity to measles, mumps, rubella and varicella at time of employment and submit to a TB skin test. 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. SIGNATURES:

Employee

Date

Manager

Date