



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Support Staff Float**
SUPERVISOR: PCHC Front Desk Supervisor
LOCATION: Peter Christensen Health Center
POST DATE: June 16, 2017
CLOSING DATE: June 30, 2017

General Description: The primary responsibility includes maintaining and updating patient registration, demographic, financial information, and schedule appropriate appointments. 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: \$12.00-\$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 requested 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: Support Staff Float

B. DEPARTMENT: Peter Christensen Health Center

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

D. DESCRIPTION OF DUTIES: The primary responsibility of this position is to maintain and update patient registration, demographic, financial information, and schedule appropriate appointments and providing coverage throughout various departments (Appointment Desk, Registration, Switch Board, Administration, Pharmacy and Optical) as needed. Specific responsibilities include, but are not limited to the following:

1. Greets patients upon arrival, and assist them by providing appropriate forms and writing materials. Give assistance, if necessary, in filling them out.
2. 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. Request record and verify all patient insurance. (Private, Medicare, Medical Assistance, etc.)
6. Answer in coming telephone calls in a professional and friendly manner and route to appropriate extensions or task messages.
7. Professionally address patient's questions. If unable to provide accurate responses to technical or department/specific questions, refer patient to appropriate personnel for assistance.
8. Maintains work area and lobby in a neat and orderly manner.
9. Carries out assigned duties with sensitivity to cultural environment.
10. Maintains strictest confidentiality according to HIPAA standards.
11. Attends meetings and educational activities as required.
12. Promptly update and prioritize schedule changes to coordinate efficient patient flow.
13. Make appropriate reminder phone calls in a professional and friendly manner.
14. Print and mail appointment reminder letters.
15. Maintain constant communication with the PCHC medical staff in a professional friendly manner.
16. Compile and send new patient packets with appropriate registration material and information about PCHC and its providers.
17. Determine patient optical needs and provide necessary assistance.
18. Coordinate optical benefits.
19. Understand optical insurance payers and how they relate to every patient encounter.
20. Must be able to work a flexible 8 hour schedule from 7:30 a.m. to 5:00 p.m. to assure departmental coverage.
21. Obtain prior authorizations for OT/PT with payers and communicate with billing and medical records staff.

22. Identifies appropriate quality controls for assigned areas of responsibility and ensures monitoring, as well as process improvement.
23. Works toward achieving implementation of AAAHC certifications and conducts appropriate follow-up.
24. All other duties as assigned.

E. SUPERVISORY RESPONSIBILITIES: None

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

G. EDUCATION: High School diploma or equivalent required.

H. EXPERIENCE: Must be organized and efficient on work habits, experience in working with the public, demonstrated ability to maintain confidentiality, experience 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. CPR

I. SKILLS:

1. Above average organizational and critical thinking skills.
2. Highly organized and efficient.
3. Proper phone etiquette and professionalism.
4. Able to maintain professionalism under stressful situations.
5. To function effectively under stress and offer assistance to apprehensive patients, family members and clinic staff.
6. Effectively participate as a team member by providing assistance to co-workers.
8. Have working knowledge of medical terminology and abbreviations.
9. General office duties, including faxing, emailing, scanning, etc.
10. Ability to adapt to various work environments on short notice and maintain efficiency.

J. WORKING ENVIRONMENT:

1. **Work Conditions:** Office setting where the pace of work may be stressful and busy at times.
2. **Exposure to Hazards:** May potentially be exposed to patients with communicable diseases. May be exposed to situations where patient's behavior may create undesirable conditions.
3. **Physical Requirements:** Prolonged sitting, standing and walking with frequent lifting of negligible weight and up to 10 pounds occasionally.

K. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Support Staff Float 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.

L. OTHER: Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Employee must provide proof of immunity to measles, mumps, rubella and varicella at time of employment and submit to a TB skin test. 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.

M. SIGNATURE:

Tribal Administrator

Date