



TRIBAL PERSONNEL DEPARTMENT

REPOST

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JOB TITLE: Support Staff Float
SUPERVISOR: Medical Benefits/Front Desk Supervisor
LOCATION: Peter Christensen Health Center
POST DATE: August 29, 2019
CLOSING DATE: Open until filled

General Description: The primary responsibility includes maintaining and updating patient registration, demographic, financial information, and schedule appropriate appointments. 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.

Salary: \$10.00- \$12.00 per hour, dependent on qualifications.

How to Apply: Submit your application for employment, and release of information by the deadline. Applications and detailed job descriptions can be obtained via Lac du flambeau Tribal 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 responsibilities include maintaining and updating patient registration demographic, and financial information, and schedule appropriate appointments. Greets and directs all patients and visitors. Answers incoming 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. 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. 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 and coordinate efficient patient flow.
13. Make appointment reminder phone calls in a professional and friendly manner.
14. Print and mail appointment reminder letters.
15. Maintain constant communication with PCHC medical staff in a professional and 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 schedule from 7:30-5:00 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 that monitoring as well as process improvement is occurring.
23. Works toward achieving implementation of AAAHC certifications and conducts appropriate follow up.
24. All other duties as assigned.

E. POSITION RELATIONSHIPS:

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

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Operates independently with minimal supervision received from the Medical Benefits/Front Desk Supervisor of the Peter Christensen Health Center.

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

I. 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 requires minimal supervision, pleasant demeanor working with all staff, patients and clients, knowledge of insurance verification information. Prior Medical Office experience preferred.

J. SKILLS:

1. Above average organizational and critical thinking skills.
2. Must possess above average typing skills.
3. Proper phone etiquette and professionalism.
4. Compliance with clinic dress code, scheduling and attendance policies.
5. 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.
6. To function effectively under stress and offer assistance to apprehensive patients, family members and clinic staff.
7. Effectively participate as a team member by providing willing assistance to co-workers.
8. Have general working knowledge of medical terminology and abbreviations.
9. General office duties including faxing, emailing and scanning.
10. Ability to adapt to various work environments on short notice and maintain efficiency.

K. WORKING ENVIRONMENT:

Work conditions: Fast paced clinical setting.

Exposure to hazards: May be exposed to situations where a patient's behavior may create undesirable conditions.

Physical Requirements: Majority of position responsibilities include sitting, walking, standing, lifting and operating office equipment.

L. BEHAVIOR: The vision, goals, and objectives of the Lac du Flambeau band of 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.

M. OTHER: Must submit to a drug test prior to commencing employment and random testing thereafter. Applicant must pass a care provider background check prior to starting employment. Employee must show proof of immunity to measles, mumps, rubella, and varicella at the 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