



Quileute Tribal Council

• QUILEUTE INDIAN TRIBE •

Human Resources Department
P.O. Box 279 • La Push, WA • 98350
(360) 374-6163 / 4367 / 2175 • Fax (360) 374-4368



Quileute Tribe Job Description

Receptionist

HOW TO APPLY: Send Application Package to the address listed below.

Applications can be downloaded at www.quileutenation.org/job-openings/

Via email: hr@quileutenation.org

-OR-

**The Quileute Tribe
Human Resources Department
P.O. Box 279
La Push, Washington 98350**

Ensure your Application contains:

1. Quileute Tribal Application (**REQUIRED**)
2. Cover Letter (**REQUIRED**)
3. Resume (**REQUIRED**)
4. Tribal Enrollment Verification (**REQUIRED**)
5. Driver's License (**REQUIRED**)
6. Diploma/Transcripts(s) High School/GED, College (**REQUIRED**)
7. Certification(s)
8. Credentials (if required)
9. Writing Sample(s) (if required)

NOTE: Incomplete applications will not be considered.

Position: **RECEPTIONIST**
Supervisor: Health Director
Location: Tribal Health Clinic
Work Info: Full Time: 40 Hrs/Week (M-F)
Salary: DOQ/E

POSITION SUMMARY:

The primary responsibility of the Medical Receptionist is to perform all duties associated with the Medical Receptionist Desk. This position will be supervised on day-to-day duties by the Medical Provider. This position requires excellent attendance as well as a high level of confidentiality and attention to detail. Communication skills both verbal and written at a high level of competence are necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Answers phones, schedule patient appointments for all providers, logical, critical thinking skills are necessary to keep a daily flow of appointments (rescheduling when necessary) to insure efficient use of physician-nurses time. Forward all necessary calls to appropriate staff after thoroughly screening all incoming calls with proper phone etiquette.
- Conduct greeting of patients in a professional manner with all patients receiving equal treatment. Update any necessary patient registration information in the RPMS Computer System. Print out PAO 21 (patient registration), have patient review and sign and place in chart for the provider to review.
- It is vital that all insurance/Medicaid/third party insurance information be collected, updated, and all necessary copies be placed into patient files and updated in the RPMS Computer System with each visit on each individual named on the insurance policy.
- Maintain all medical charts/records with complete compliance to Federal Privacy Regulations. All medical files are to be filed in an orderly manner so quick retrieval by all medical staff is possible.
- Conduct all general office tasks such as ordering necessary office supplies; maintain all medical files as required; clinic health regulations require each person maintain a clean and sanitary workspace with attention to personal appearance and the wearing of medical attire for OSHA requirements. Assist when asked with special mailings. Scheduling of conference room and GSA vehicles.
- Ability to work independently with little daily supervision. Personal initiative desirable in order to establish and keep a high level of confidence in Clinic operations. Always remembering that the first impression a patient has of the Clinic is at your desk.
- Due to privacy regulations, all personal conversations are to be kept to a minimum, and family visits for personal reasons are to be strictly limited during the hours the clinic is open. No gossip will be tolerated.
- A privacy statement must be signed; a motor vehicle driver's check will be conducted, and a criminal background check will be done. Tribal Drug and Alcohol program is in effect and will be conducted on a random basis for all employees.
- There will be times when you will be asked to assist in special clinic events, functions, or programs. This position will also be a contact person for clinic events and will often post notices of clinic events throughout the community.
- Other duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- ABILITY TO MAINTAIN A HIGH LEVEL OF CONFIDENTIALITY
- HIGHLY DEPENDABLE
- Ability to follow all written and oral instructions precisely from the medical staff.
- Excellent verbal and written communication skills
- Able to interview patients/clients and document accurately, interact with the public and prospective patients/clients, speak effectively, and be readily available for crisis
- Strong verbal and written communication skills
- Complete and pass HIPAA training

WORK ENVIRONMENT:

- Medical facility, office/clinic setting

PHYSICAL DEMANDS:

- Must be able to lift 40lbs.

SUPERVISORY RESPONSIBILITY:

- None

QUALIFICATIONS:

Required Qualifications:

- High School graduate, or equivalency, or engaged in a GED Study program with completion of High School within one year of employment. Higher education is preferred

Preferred Qualifications:

- Medical Office experience highly desirable. Basic knowledge of medical terminology important. Good verbal and written communication skills. Ability to work well with many individuals. Ability to perform multi-tasks in an often-busy environment. Ability to keep calm during emergency situations
- Basic Computer knowledge and keyboarding skills a necessity. Strong Computer skills are preferred

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Special Requirements: Must have and retain a valid Washington State Driver's License ~ please provide a copy with job application. Must pass a criminal background check, drug and alcohol screening and reference check.

Indian preference will apply. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

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