



Quileute Tribal Council

• QUILEUTE INDIAN TRIBE •

Human Resources Department

P.O. Box 279 • La Push, WA • 98350

(360) 374-4367 | 4366 | 2175 | 6561 • Fax (360) 374-4368



Job Description

Medical 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, If Applicable**)
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: Medical **Receptionist**
Supervisor: Health Director
Location: Quileute Health Center
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 managing the Medical Receptionist Front Desk. This position requires excellent attendance as well as a high level of confidentiality and attention to detail. Great communication skills, both verbal and written, are required as the incumbent is to always be welcoming and assist patients as needed

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Answering the main clinic phone line, to include forwarding calls as appropriate and documenting messages as needed. The incumbent is expected to be professional and utilize proper clinic phone etiquette at all times.
- Scheduling and managing patient appointments for the medical department providers, and specialty clinic providers.
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- Greet and welcome all patients, guests, and internal staff. The medical receptionist position is the first line of site for patients/guests and also the first point of clinic contact on the phone.
- Update all necessary patient registration information in the RPMS Computer System; this includes gathering insurance information, updating address & phone number, reviewing and signing HIPPA/confidentiality forms, and any other necessary forms.
- Maintain all medical charts/records with complete compliance to Federal Privacy Regulations. All medical files are to be filed in an orderly manner.
- Conduct all general office tasks such as ordering necessary office supplies maintain a clean and sanitary workspace with attention to personal appearance, collect and sort daily mail, keep organized, etc.
- Ability to work independently with little daily supervision.
- There will be times when incumbent will be asked to assist in special clinic events, functions, or programs.
- Other duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Ability to maintain a high level of confidentiality
- Highly dependable and timely
- Basic computer knowledge and typing skills
- Must be able to follow QHC policy and procedure and follow instruction from medical team
- Excellent verbal and written communication skills

- Able to interact with the public and prospective patients/clients, speak effectively, and be readily available for crisis
- Ability to adapt to change & multi-task
- Ability to work in a fast paced environment
- Complete and pass HIPAA, ISSA, and other mandatory clinic trainings
- Knowledge of working with Tribal communities including historical and inter-generational trauma, or willingness to learn
- Knowledge of trauma informed care, or willingness to learn

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be granted in particular cases.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and stand. The employee must occasionally lift and/or move up to 40 pounds.

SUPERVISORY RESPONSIBILITY:

- None

QUALIFICATIONS:

Required Qualifications:

- High School graduate, or GED.
- WA Driver's License
- Completion of First Aid/CPR certification upon hire
- Completion of QHC specific certifications (HIPPA, ISSA, Confidentiality Statement, etc.) upon hire
- Pre employment drug testing and random drug testing in accordance with the Tribal Drug and Alcohol Policy
- Must pass a Criminal Background Check
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Preferred Qualifications:

- A degree in related field is preferred, or a certificate program in Customer Service.
- 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 keep calm during emergency situations.
- 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.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Employee Health Requirements: You are required to agree that you will comply with all job-related employee health screening and immunizations prior to your first day of employment.

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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