



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

Quileute Tribe Job Description

Lead 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: Lead Medical Receptionist
Supervisor: Clinic Operations Manager
Location: Quileute Health Center
Work Info: Full Time: 40 Hrs/Week (M-F)
Salary: DOQ/E

POSITION SUMMARY:

Coordinate and oversee activities of the medical reception front desk to ensure compassionate and professional care for patients while ensuring an effective and efficient front desk workflow.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Greet and welcome all patients, guests, and internal staff. (Medical reception is the first line of site for patients/guests and the first point of contact on the phone)
- 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
- 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, maintaining 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
- Work with management to ensure medical clinic front desk workflow processes are in place and followed
- Other duties as assigned

SKILLS, KNOWLEDGE AND ABILITIES

- Maintain patient, team members and employer confidentiality. Comply with all HIPAA regulations
- Friendly, cheerful, and helpful to patients and others.
- Ability to meet patients and others needs while following office policies and procedures.
- Work as part of a team and collaborate with co-workers
- Display a positive attitude and is a positive agent for change.
- Highly dependable and timely
- Ability to perform work accurately and thoroughly

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- Ability to complete assigned tasks under stressful situations
- Ability to communicate effectively verbally and in writing.
- Ability to adapt to change and multi-task
- Ability to adapt easily to changing conditions and work responsibilities
- Proficient ability to use a computer and electronic medical record
- Must be able to follow QHC policy and procedure and follow instruction from medical team
- Knowledge of working with tribal communities

WORK ENVIRONMENT:

- Primarily in the office setting in a rural Tribal Health Center
- Fast paced environment with occasional high-pressure situations
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public
- Occasional community events which can include outdoor settings

PHYSICAL DEMANDS:

- Frequent sitting, writing, typing, and speaking
- Occasional standing, walking, reaching, bending, stooping, lifting and carrying
- Lifting, carrying, pushing, and pulling up to 40 pounds
- Frequent use of computer, keyboard, copy and fax machine and phone

SUPERVISORY RESPONSIBILITY:

- Yes

QUALIFICATIONS:

Required Qualifications:

- High School diploma or GED
- 4 years' experience medical office setting
- Completion of First Aid/CPR certification upon hire

Preferred Qualifications:

- Associate degree
- Supervisory experience

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.

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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 screenings 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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