



Red Cliff Band of Lake Superior Chippewa Indians

88455 Pike Road

Bayfield, WI 54814

Phone: 715-779-3700 Fax: 715-779-3704

Email: redcliff@redcliff-nsn.gov

Job Description

POSITION: Patient Administration Clerk

LOCATION: Red Cliff Community Health Center

PROGRAM: Health Services

WAGE: \$10.00-\$13.00 per hour, Plus Benefits

SUPERVISOR: Patient Administration Department Head
Health Services Administrator

THIS IS A REGULAR FULL-TIME NON-EXEMPT POSITION

JOB SUMMARY: The Patient Administration clerk is responsible for receiving and registering clients presenting to the Red Cliff Health Community.

DUTIES AND RESPONSIBILITIES:

1. Greets patients professionally and cordially.
2. Promptly answers, screens and routes incoming telephone calls.
3. Registers patients for scheduled appointments.
4. Updates patient demographic, financial and billing information in the RPMS/BMW and/or Dentrix electronic systems.
5. Request copied of medical and dental coverage documents.
6. Accepts patient's payments.
7. Schedules patients for providers, as needed.
8. Notifies staff of patient arrival.
9. Creates records upon new patient arrival.
10. Performs clerical duties such as: daily reports, mailings, encounter form processing and special projects.
11. Maintains work area and lobby in a neat and timely manner.
12. Alerts staff of changes in the schedules Maintains strict confidentiality and safeguard the privacy of patients in common areas of clinic.
13. Adheres to and supports facility policies, programs and activities.
14. Advance job knowledge and skills through continuing education efforts after approval of Supervisor.

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15. Attend staff and other meetings, in-services and other events as directed by Supervisor.
16. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

JOB SPECIFICATIONS:

1. Has the ability to work under stress, and maintain composure.
2. Oral and written communication is accurate.

SUPERVISORY AUTHORITY: None

KNOWLEDGE: Knowledge of and sensitivity for Ojibwe culture and traditions.

QUALIFICATIONS:

1. Minimum of high school diploma, HSED or GED required.
2. 6 months medical office experience (preferred).
3. Computer literacy, in particular MS Excel and Word (preferred).
4. Must have a valid driver's licenses, vehicle and appropriate vehicle coverage and maintain driver's eligibility as a condition of employment. Be eligible to be put on the tribe's vehicle insurance policy.

PERSONAL CONTACTS: Considerable daily contact will be made with the general public, tribal leadership, Program Directors and staff, consultant(s), and the Tribal Community.

PHYSICAL REQUIREMENTS: The duties assigned to this position involve bending, stooping, lifting, and carrying. Items may be placed in overhead storage or shelving.

WORK ENVIRONMENT: All Tribal Buildings are smoke free.

TRAVEL REQUIREMENTS: The ability to travel and attend meetings and trainings; overnight and out of town, both locally & nationally.

BEHAVIOR AND ATTITUDE: The vision, goals and objectives of the Red Cliff Band of Lake Superior Chippewa requires that the employee performs 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 Behavior or Attitude that tarnishes the Name or Image of the Red Cliff Band of Lake Superior Chippewa will be subject to immediate disciplinary action up to and including termination.

Indian preference will be applied in the case of equally qualified applicants, but all qualified applicants will be considered.

This job description is subject to change at employer's discretion, after consultation with the employee.

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APPLICATION SUBMITTAL REQUIREMENTS: The following items are required for this position:

1. Completed Tribal Application, to include work history and references; available on the tribal website.
2. Tribal Background Investigation Disclosure; available on the tribal website.
3. Cover letter and resume.
4. Post-secondary transcripts or certifications; if applicable.

POSTING DATE: February 18, 2019

DEADLINE: March 4, 2019 @ 4:00 p.m.

FOR FURTHER INFORMATION:

Red Cliff Band of Lake Superior Chippewa

Human Resources

88455 Pike Road

Bayfield, WI 54814

www.redcliff-nsn.gov

ashley.poch@redcliff-nsn.gov

diane.cooley@redcliff-nsn.gov

(715)779-3700 ext. 4268 or 4267

The Red Cliff Tribal Council has a Drug Free Work Place Policy and adheres to the intent of the Drug Free Work Place Act. All new hires are subject to a drug test prior to starting.

All applicants for employment with the Red Cliff Tribe will be subject to the background investigation and other requirements of RCCL Chapter 43, and are under a continuing obligation to supplement this application for employment with information concerning any convictions that occur after commencement of employment with the Tribe.

EMPLOYEE BENEFITS PACKAGE

THE EMPLOYEE BENEFITS PACKAGE INCLUDES THE FOLLOWING:

1. A Health Insurance Plan which is through the Federal Employee Health Benefits (FEHB). FEHB is offered for both single and family coverage. Employees considered to be full time status will be required to pay 12% of the premium for the plan selected.
2. The Dental package is through Delta Dental. This benefit is offered at no cost to the employees with single or family medical coverage.
3. Short Term Disability is offered to all employees at no cost and pays 60 % of weekly pay for a maximum of 90 days if you get sick or injured off the job.
4. Life insurance of \$15,000 is included at no cost to all employees. Spouses are covered at \$7,500.00 and children are prorated. Employees can purchase additional life insurance from the plan provider at their own cost.
5. Profit Sharing Plan with a 401(k) component is offered to employees after one year of work, with a minimum of 1000 hours. The Tribe puts 3% of employee's wages into the Profit Sharing Plan.

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6. The Tribe also offers General Leave to Full time employees. Employees will accrue 16 hours of General Leave per month and can accumulate up to 192 hours per year. After 5 years of employment, General Leave goes up to 20 hours per month with a maximum of 240 hours.
7. The Tribe observes a total of 11 paid holidays.