



# SWINOMISH INDIAN TRIBAL COMMUNITY

Human Resources  
11404 Moorage Way  
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Is this a Testing Designated Position as described in the Drug and Alcohol-Free Workplace Policy?	YES
Do the duties and responsibilities of this position involve regular contact with, or control over, Indian children or elders ?	YES

Indian Preference in Hiring shall apply to Swinomish Indian Tribal Community job opportunities.

**JOB TITLE:** FRONT DESK RECEPTIONIST

**DEPARTMENT:** HEALTH

## POSITION SUMMARY:

The Front Office Assistant is the first point of contact for patients at the Health Clinic. The position is responsible for patient intake, waiting room coordination, and organizing the front office operations.

**Supervised by:** HEALTH PROGRAMS MANAGER

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Welcomes and greets all patients and visitors, in person or over the phone
- Update personal information (phone, address, etc.), update insurance or Purchased/Referred Care (formally known as Contract Health Services) eligibility status and input information in the Health Electronic Software system for every visit
- Answers the phone while maintaining a polite, consistent phone manner using proper telephone etiquette
- Responsible for keeping the reception area clean and organized
- Registers new patients and updates existing patient demographics by collecting detailed patient information including personal and financial information

- Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff
- Responds to inquiries by patients, prospective patients, and visitors in a courteous manner
- Keeps medical office supplies adequately stocked by anticipating inventory needs, placing orders, and monitoring office equipment
- Protects patient confidentiality, making sure protected health information is secured by not leaving Public Health Information in plain sight and logging off the computer before leaving it unattended.
- Check answer machine in the morning, and after lunch
- Change phone message to reflect meetings, holiday, and Clinical Closures
- Opens, and lock doors based on daily hours of operations
- Update schedule in Electronic Health Record
- Patients presenting at the Clinic are the first Priority
- If time allows, fax prescriptions, file, copy records or help out where needed.
- Responsible for entry of medical clinic expenditures into the electronic purchase order system.
- Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such Duties may or may not be related to their regular responsibilities.

## **MINIMUM QUALIFICATIONS**

- High school diploma or graduation equivalency degree (GED)
- Minimum 2 years' experience in customer service
- Minimum 1 year in a healthcare or social service setting
- Demonstrable skills navigating an Electronic Health Record System

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- **Experience:** For entry level, previous office administration or receptionist experience or a minimum of one year work experience in a medical office setting.
- **Skills:** Telephone etiquette, customer service, basic word, and excel programs, time management, multi-tasking, organization, scheduling
- The most critical skills include:
- **Telephone Etiquette:** When a patient calls in, the way in which the front desk personnel handle the telephone call determines how the facility is perceived. The medical office receptionist must be a good listener and maintain confidentiality in addition to having good phone manners.

- **Customer Service:** Giving patients personal attention can go a long way in establishing their positive experience with the facility. The receptionist should give the patients a warm welcome when they enter the office. Even if you can't verbally greet the patient, getting eye contact with them lets them know you are aware of their presence and will get to them as soon as possible. If the patient brings a problem to the receptionist, it should be addressed by immediately bringing it to the attention of the nurse, clinician, or administrator as appropriate.
- The Medical Receptionist is often the first contact a patient has with the medical facility. How you greet and serve the patient will have a strong influence on how they perceive the facility

## **WORK ENVIRONMENT AND TIME COMMITMENT**

1. Work schedule is 40 hours per week. This is a full-time position.
2. Tasks are performed mostly indoors in both a clinical setting and an office environment.
3. Considerable time may be spent at a computer work station in the performance of administrative tasks.
4. Work may be performed under highly stressful conditions, and may involve extended periods of sitting, standing or walking.

## **EMPLOYMENT CONDITIONS**

The Personnel Policies and Procedures of the Swinomish Indian Tribal Community apply to all employees. The position of health programs\_manager is considered an exempt "standard hour" position. All offers of employment are contingent on the successful completion of a drug and alcohol screening. If the position involves regular contact with or control over children or elders, then a successful applicant must also meet minimum standards of character based on an extended criminal background check.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_