



# Bois Forte Band of Chippewa

5344 Lakeshore Drive ■ Nett Lake MN, 55772 ■ 218-757-3261/1-800-221-8129

## CLINIC ADMINISTRATIVE ASSISTANT

### *Position Description*

Opens: February 26, 2021 Closes: March 5, 2021			
<b>Department:</b>	Health and Human Services	<b>Reports to (title):</b>	Buisness Office/Purchase Referred Care Manager and HIPPA Privacy Officer
<b>Job Code:</b>	N-8	<b>Job Location:</b>	Bois Forte Health Services Nett Lake and Vermilion, MN
<b>Pay Range:</b>	Min: \$13.35 Mid: \$16.685 Max: \$20.02	<b>Supervises:</b>	None
<b>Hours/week:</b>	40	<b>Classification:</b>	Non-Exempt
<b>Type of Position:</b>	Full Time	<b>Effective Date:</b>	01/22/2018
		<b>Revised Date:</b>	01/22/2018

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as "Band").
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Maintain a current insurable driver's license.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

### POSITION PURPOSE

The Clinic Administrative Assistant will perform front desk reception duties for various Health & Human Services departments including scheduling of patients, chart preparation, chart filing of medical, dental, mental health, clinic, and mail room duties. The incumbent serves as administrative support for staff and provides clerical and administrative support by coordinating office-related activities to improve the overall operations, effectiveness, and efficiency of the organization.

### ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Front desk receptionist duties including scheduling of patients, chart preparation, and chart filing of a busy medical/dental clinic.
2. Coordinate provider scheduling.
3. Pull, file, update, and record in patient charts on a daily basis.
4. Learn and adhere to the clinic format and policies pertaining to patient scheduling.
5. Reproduce and distribute material for staff and patient use.
6. Master EPIC data entry program and assist in entering patient information.
7. Notify patients by mail and telephone contact of upcoming scheduled appointments.
8. Have a working knowledge of Medical and Dental Insurance and be able to verify them for billing purposes.
9. Maintain current medical insurances information, address and telephone numbers in all files and in the computer system along with tribal verification information.

## Position Description

10. Must recognize that each employee is a representative of the Bois Forte Band, and demonstrate courtesy, respect and sensitivity to the needs of all other including visitors and co-workers.
11. Display a positive and professional manner in promptly responding to all requests, complaints, and problems.
12. Sort and datestamp incoming mail on a daily basis.
13. Due to changes and modifications in the job from time to time, this position is required to be flexible and assume other job responsibilities assigned by management as deemed necessary.
14. Performs other duties as assigned, specific to the assigned department.

### MINIMUM MANDATORY QUALIFICATIONS

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|--|---|
| Experience:  | <ul style="list-style-type: none"><li>• Three years of experience in a medical or related field.</li><li>• Custome service training or experience.</li></ul>  |
| Education:   | <ul style="list-style-type: none"><li>• High school diploma or GED equivalent</li><li>• Medical Administrative Assistant Degree</li></ul>   |
| License/Certification:   | <ul style="list-style-type: none"><li>• None</li></ul>  |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none"><li>• Must be knowledgeable and strictly adhere to the Data Privacy Act and HIPAA regulations.</li><li>• Must have a strong work ethic, maintain proper attendance, be dependable and on time, and be able to follow and adhere to applicable policies.</li><li>• Must have strong organizational skills.</li><li>• Must be able to perform general office duties to include filing, maintaining, and updating extensive files, answering phones, taking detailed messages, etc.</li><li>• Ability to handle emergent, stressful, or difficult situations and/or individuals.</li><li>• Must be willing to do a limited amount of travel, attend trainings, and work in nett lake or vermilion as assigned.</li><li>• Provide exemplary customer service to patients, providers, and other staff members working at the facility.</li><li>• Must be able to follow policies and procedures of program and tribal governments.</li><li>• Must be self-motivated, adaptable to changes and able to work independently as well as with others.</li><li>• Excellent communication skills, both verbal and written are required.</li><li>• Excellent customer service skills.</li><li>• Ability to multi- task.</li><li>• Able to effectively communicate with the public, visitors, and other delegates.</li><li>• Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment.</li><li>• Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.</li><li>• Ability to perform other duties as assigned.</li><li>• A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.</li></ul> |

### PREFERRED QUALIFICATIONS

- None

## Position Description

### WORK ENVIRONMENT

- Work environment:** The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
- Physical demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.
- Mental demands:** There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

### TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally-recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

### OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Background Investigation:** This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
- Drug Screening:** All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

**PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS.** Please visit our website at [www.boisforte.com](http://www.boisforte.com) to download an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Specialist 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-3312, [hrgeneralist@boisforte-nsn.gov](mailto:hrgeneralist@boisforte-nsn.gov) Applications received after the closing date will not be accepted.