



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: January 12, 2023			
Closes: January 27, 2023			
Department:	Health and Human Services	Reports to (title):	Business Office/Purchase Referred Care Manager
Job Code:	N-8	Job Location:	Bois Forte Health Services
Pay Range:	Min: \$15.15 Mid: \$18.94 Max: \$22.72	Supervises:	None
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full Time	Effective Date:	01/11/2023
		Reviewed Date:	01/11/2023

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.
- 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.
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.

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11. Display a positive and professional manner in promptly responding to all requests, complaints, and problems.
12. Sort and date stamp 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. As an employee of the Bois Forte Reservation, will follow the Bois Forte Procurement Policy and any other applicable procurement requirements when obtaining goods and/or services for the Bois Forte Band of Chippewa.
15. Performs other duties as assigned, specific to the assigned department.

MINIMUM MANDATORY QUALIFICATIONS

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

PREFERRED QUALIFICATIONS

- None.

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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.
- Vaccine Requirement:** The Bois Forte RTC adopted the COVID-19 Vaccination Requirement (Resolution No. 61-2022) which provides that COVID-19 vaccination is required for all employees of the Bois Forte Tribal Government and Band-owned businesses. That Requirement also applies to newly hired employees who must by their first date of employment either (1) present proof of receiving all COVID-19 vaccinations for which they are eligible under CDC guidance or (2) be approved for a medical or religious exemption from the Vaccine Requirement. If the employee only presents proof of the first dose of a two-dose COVID-19 vaccine by the first date of employment, the employee must further present proof of a second dose within 30 days of the date of the employee's first dose and proof of a booster vaccination within one month of eligibility. If the employee only presents proof of a single-dose COVID-19 vaccination or both doses of a two-dose COVID-19 vaccination by the first date of employment, the employee must further present proof of a booster vaccination within one month of eligibility.

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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 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: 218-757-6781, hrgeneralist@boisforte-nsn.gov Applications received after the closing date will not be accepted.