Bois Forte Band of Chippewa

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

PATIENT ACCESS REPRESENTATIVE

Position Description

Opens: October 21, 2026 Closes: November 3, 2026			
Department:	Health & Human Services	**Reports to (title):**	Business Office/Purchase Referred Care Manager
Job Code:	N-8	**Job Location:**	Bois Forte Health Services- Nett Lake, MN
Pay Range:	Min: $16.05 Mid: $20.06 Max: $24.07	**Supervises:**	None
Hours/week:	40	**Classification:**	Nonexempt
Type of Position:	Full Time	**Effective Date:**	10/01/2025
Indian Child Protection Background:	No	**Revised Date:**	10/01/2025
Telecommute:	No		

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 Patient Access Representative will perform front desk reception duties for various Health & Human Services departments including dental, and behavioral health.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Interview patients to obtain complete demographic details.
2. Coordinate provider scheduling.
3. Obtain copies of insurance cards and other forms of identification, updates patient information as needed in computer system.
4. Have a working knowledge of medical and dental insurance and be able to verify for billing purposes.
5. Interacts positively and in a caring manner with patients, co-workers and others to provide a high level of customer service.
6. Answer incoming phone calls and routes calls as necessary.
7. Schedule appointments for dental and behavioral health.
8. Display a positive and professional manner in promptly responding to all requests, complaints, and problems.
9. Sort and date stamp incoming mail on a daily basis
10. Check patients in for appointments for dental, and behavioral health.
11. Learn and adhere to the clinic format and policies pertaining to patient scheduling.
12. Master EPIC data entry program and assist in entering patient information.

13. 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.
14. Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	• Three years of experience in a medical or related field. • Customer service training or experience.
Education:	• High School Diploma or GED.
License/Certification:	• None.
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	• 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. • Ability to handle emergent, stressful, or difficult situations and/or individuals. • Must be willing to a limited amount of travel, attend trainings in Nett Lake or Vermilion. • 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

- Medical Administrative Assistant degree.

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 40 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.

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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.

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/employment to complete 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.