



Cow Creek Government Office

Position Description

Position Title: Clinic Administration Receptionist

Reports To: Medical Front Office Supervisor

Date Written/Revised: 4/5/2016

Department: CCH&WC

FLSA Designation: Non-Exempt

Pay Grade: 5

POSITION PURPOSE:

Provide and maintain a professional clinic environment.

ESSENTIAL FUNCTIONS:

- Maintain a safe and clean reception area within the Clinic Administration office space.
- Answer multi-line telephone system and direct all incoming phone calls to the appropriate staff. Take complete and accurate messages when staff unavailable and pass along messages in a timely manner. Must have specific knowledge of Clinic operations in order to best direct inquiries.
- Provide professional customer service by greeting Clinic Administration visitors in a polite, prompt and helpful manner. Provides instruction or direction to Clinic Administration visitors as necessary and escorting whenever possible.
- Ensure privacy and security of records and staff. Maintain strictest confidentiality and adhere to all HIPAA guidelines/regulations.
- Perform clerical and support duties as assigned by Clinic Director. High degree of computer literacy is essential as well as maintaining working knowledge of Microsoft Outlook, Word, Excel, PowerPoint, Visio, and SharePoint.
- Open and distribute incoming mail, utilizing established timelines and accuracy. Responsible for Clinic outgoing mail process.
- Knowledge of Clinic Administration opening & closing procedures.
- Maintain a working knowledge of all programs offered by the Government Office and Health & Wellness Center.
- Attends all mandatory meetings.
- Conducts self in accordance with Tribal policies & employee manual.

Minimum QUALIFICATIONS:

- Working knowledge of general office procedures, standard office equipment, Microsoft Office software, computer and telephone.
- Has general knowledge of government program rules and regulations.
- Must demonstrate proven effective verbal and written communication skills with attention to detail, grammar and punctuation.

- Demonstrate the ability to work effectively with staff, local agencies and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.
- High school diploma or GED required, college preferred but not required.
- Two continuous years within the past three years of relevant, working experience in all facets of office reception or direct customer service required. Medical office experience preferred but not required.

Cow Creek Government Office
Position: Medical Front Office Supervisor

Position Minimum Requirements

{Continuous -- 67-100% of the day. Frequent – 34-66%. Occasional – 6-33%. Intermittent – 1-5%}

-
1. **SITTING** – (Percent of time or hours per day? Surface? Foot Controls?) **Continuous**

 2. **STANDING** – (Percent of time or hours per day? Type of Surface? Duration at one time?) **Occasional**

 3. **WALKING** – (Percent of time or hours per day? Surface? Distance?) **Occasional**

 4. **POSITIONS** – (Can worker change positions frequently? Occasionally?) **Intermittent**

 5. **LIFTING & CARRYING** – (Weight? Type of object(s)? Frequency? Distance?) **Intermittent to none.**

 6. **PUSHING/PULLING** – (Weight? Type of object(s)? Times per hour? Distance?) **Intermittent to none.**

 7. **REACHING/HANDLING** – (Use of hands for repetitive fine manipulation? Distance? Overhead reaching? Frequency?) **Intermittent**

 8. **BENDING/SQUATTING** – (Frequency? From Waist? Knees? Duration?) **Intermittent**

 9. **TWISTING** – (From what body part(s)? Frequency? How far? Work being done?) **Intermittent**

 10. **CLIMBING** – (Height? Slope? Number of steps? Frequency? On what? Ladder?) **NA**

 11. **CRAWLING** – (Surface? Frequency? Distance?) **NA**
-

ENVIRONMENTAL FACTORS – (Include whether job is performed inside or out identifying extremes of cold, humidity, heat, etc. Include any hazards such as noise, light, fumes, dust, vibration, liquids, chemicals, communicable disease, etc.)

<input checked="" type="checkbox"/>	Sedentary Work	= Prolonged periods of sitting, exerts up to 10lbs of force occasionally
<input type="checkbox"/>	Light Work	= Exerts up to 20lbs. of force occasionally, and up to 10lbs. of force frequently
<input type="checkbox"/>	Medium Work	= Exerts up to 50lbs. of force occasionally, and up to 20lbs. of force frequently
<input type="checkbox"/>	Heavy Work	= Exerts up to 100lbs. of force occasionally, and up to 20lbs. of force frequently
<input type="checkbox"/>	Very Heavy Work	= Exerts up to 100lbs. of force occasionally, and up to 50lbs. of force frequently

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth.

EMPLOYEE _____ **DATE** _____

SUPERVISOR _____ **DATE** _____

The job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skill required to do this job successfully.