



## Cow Creek Government Office

### Position Description

**Position Title:** Behavioral Assistant/ Receptionist

**Department:** CCH&WC

**Reports To:** Behavioral Health Manager

**FLSA Designation:** Non-Exempt

**Date Written/Revised:** 09/06/2017

**Pay Grade:** 5

### POSITION PURPOSE:

Provide assistance to the behavioral health department and maintain a professional clinic environment. The receptionist must maintain a professional appearance when greeting our members and guests of the Tribe in a friendly and inviting manner. The position also requires excellent organizational skills to maintain files, scheduling appointments, and keep accurate records of incoming calls, mail, packages, and faxes. Proficiency is also required with use of a multi-line phone system, standard office equipment including computer related hardware and software.

### ESSENTIAL FUNCTIONS:

- To utilize & maintain training, maintain competency in compliance of operating procedures as they relate to standing office procedures.
- Answer multi-line telephone system and direct all incoming phone calls to the appropriate staff. Take complete and accurate messages.
- Provides professional customer service by greeting patients in a polite, prompt, helpful manner & provides any necessary instruction or direction.
- Obtains & enters new patient demographics; updates insurance & patient information with each visit to maintain accuracy for billing.
- Schedules future patient appointments utilizing EHR & scheduling GUI: Books, coordinates & reschedules appointments as needed.
- Maintain filing & ensure security of medical records, performing specialized functions and special projects as directed.
- Perform clerical and support duties as assigned by Behavioral Health Manager, Office Manager, Medical Director and/or Health Director; Assist staff with various tasks as assigned.
- Collects all co-pays & balances as required by office policies. Understands & can apply payments to balances.
- Distribute incoming mail, utilizing established timelines and accuracy.
- Follows opening & closing procedures according to office guidelines.
- Maintains clean & orderly waiting area including reading materials.
- Maintain strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Maintain a working knowledge of all programs offered by the Health & Wellness Center.
- Attends staff meetings as required.
- Conducts self in accordance with tribal policies & employee manual.

- Assistance with written materials as they pertain to the behavioral health department
- Assistance with organization of files, grants, reports and other secretarial duties as assigned.
- Assistance with organizing of health fairs, seminars and travel arrangements.

#### **QUALIFICATIONS:**

- Working knowledge of office procedures, office equipment, word processing/computer experience and knowledge of government program rules and regulations.
- Must demonstrate proven effective interpersonal communication skills.
- 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
- Valid Oregon driver's license
- Efficient with Microsoft Outlook, Excel, Power Point and Word programs.
- Two years relevant working experience required in a medical office; preference to someone that has worked in the Behavioral Health field.
- Must understand and adhere to all HIPPA guidelines/regulations.

