



## Cow Creek Health & Wellness Center

### Position Description

**Position Title:** Clinic Administrative Receptionist

**Department:** CCH&WC

**Reports To:** Clinic Director

**FLSA Designation:** Non-Exempt

**Date Written/Revised:** 12/18/2018, 07/15/20

#### POSITION PURPOSE:

The Clinic Administrative Receptionist responsibilities for the Cow Creek Health & Wellness Center (CCH&WC) is to provide excellent organizational and customer service skills. To direct all incoming calls to the appropriate staff and assist administrative staff with scheduling and projects. This is a clerical support position.

#### 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 are unavailable and pass along messages in a timely manner.
- Provide customer service by greeting Clinic Administration visitors in a polite, prompt and helpful manner. Provide 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.
- Open and distribute incoming mail, utilizing established timelines and accuracy.
- Responsible for Clinic outgoing mail.
- Responsible for clinic and administration ordering of supplies etc.
- High degree of computer literacy is essential as well as maintaining working knowledge of Microsoft Outlook, Word, Excel, PowerPoint, Visio, and SharePoint.
- Follows opening and closing procedures according to office guidelines. Maintain a working knowledge of all programs offered by the Government Office and Health & Wellness Center.
- Maintain electronic calendar and schedule of the Clinic Director and other administrative employees as needed.
- Clerical support; compose, edit correspondence, reports, presentations upon request.
- Assist Clinic Director with projects as requested.
- Other duties and special projects as assigned.
- Conducts self in accordance with Tribal policies & employee manual.

## **QUALIFICATIONS:**

- 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.
- 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.

