



## Cow Creek Government Office

### Position Description

**Position Title:** Clinic Administration Receptionist

**Reports To:** Clinic Operations Manager

**Date Written/Revised:** 4/5/2016, 11/13/2018

**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.

#### **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.

