



Job Title: Receptionist
Department: Rehabilitation and Fitness
Reports to: Chief Operating Officer
FLSA Status: Non- Exempt
Salary Grade: \$19.26 – \$25.04
Location: Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the PRC and Registration Administrator, this position provides clerical support for the Shishda Haws located adjacent to the Ko-Kwel Wellness Center in Coos Bay.

1. Greets and directs patients and visitors. Assist patients with check-in using the Epic Kiosk as needed. Addresses questions and offers high quality customer service.
2. Operates the electronic health management and record system to schedule appointments for massage therapy and physical therapy.
3. Maintains organization, security, and confidentiality of all medical health information.
4. Manage supply inventories for Physical Therapist and Massage Therapist.
5. Assist eligible Shishda Haws users in completing the required user agreements.
6. Verifies Shishda Haws user eligibility based on policy
7. Print PDK badges for eligible Shishda Haws users.
8. Maintains complete and accurate, SHRFC user files as required.
9. Assists with patient and gym users' questions, as needed.
10. Acts as the first point of contact for questions about use of the Shishda Haws facility and to report problems with equipment or facility.
11. Answers incoming telephone calls, determines the purpose of calls, and forwards to appropriate personnel, ensuring professional telephone etiquette.
12. Incoming emails regarding Shishda Haws will be addressed in a timely and professional manner or directed to the appropriate personnel for follow-up.
13. Fold and store linens for Massage and Physical Therapy.
14. Maintain the cleanliness of the fitness center floor and all equipment Includes sanitizing equipment and ensuring bathrooms, courts, fitness areas, sauna and all Shishda Haws facilities are clean and functional. Any potential safety hazards should be appropriately reported.
15. Other duties as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and should not be considered as a detailed description of all work requirements that may be inherent in the job. This position may involve transporting Native Americans and Non-Native patients and clients in the Ko-Kwel Wellness Center vehicles, employee-owned vehicles and rental vehicles to and from a variety of Ko-Kwel Wellness Center functions and activities.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing, walking, stooping, kneeling, crouching, or crawling. Work is generally performed in a fitness center setting. Evening work may be required. Work involves exposure to excessive noise, infectious disease, dust, fumes, and allergens. Local travel may be required. Statewide and national travel would rarely be required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills. The ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to operate an electronic health records system and/or electronic patient management system.
3. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
4. Possess awareness and sensitivity of Indian traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
5. Knowledge of regulations on the confidentiality of medical records (HIPAA).
6. Ability to maintain professionalism, confidentiality, and objectivity under pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
7. Ability to make decisions independently in accordance with established policy and procedures.
8. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
9. Ability to work with mathematical concepts such as basic arithmetic.
10. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.
11. Ability to organize and maintain computerized and non-computerized filing and retrieval systems.

QUALIFICATIONS

1. High School Diploma or GED required.
2. One (1) year experience working in a general administrative or reception position preferred. Experience in a health care setting is preferred.
3. Above average experience using a PC and appointment scheduling software, as well as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
4. Experience with electronic medical records and electronic patient management systems preferred.
5. Knowledge of gym operations preferred.
6. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
7. Required to accept the responsibility of a mandatory reporter of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or development

disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.

8. First Aid/CPR certification required or ability to obtain within 90 days of employment.