



Job Title: OTP Receptionist
Department: Behavioral Health
Reports to: OTP Administrator
FLSA status: Non-Exempt
Salary Grade: \$19.26 - \$25.04
Location: Eugene

Employees must pass and remain in compliance with a criminal background check.

SUMMARY OF MAJOR FUNCTIONS

Under the direct supervision of the OTP Administrator, the OTP Receptionist serves as the first point of contact, providing a warm and professional welcome while offering essential information about the OTP program to patients. The OTP Receptionist is the backup for the Intake Specialist, as needed. OTP Clinic hours are Monday through Friday 5:30am to 2:30pm and Saturdays 5:30am to 10:30am.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives, greets, and directs patients, clients, and visitors. Checks in patients, confirms registration, and processes intake paperwork.
2. Operates the medical multi-line phone system, triages and routes incoming calls to appropriate individuals and/or departments. Records messages and routes messages to appropriate staff.
3. Schedules patient visits and reminder calls.
4. Operates the electronic health management and record system to schedule appointments and update patient charts and information.
5. Performs rooming of patients as necessary.
6. Sends medication refills to providers and provides appointment reminders to patients.
7. Maintains organization, security, and confidentiality of medical records. Follows clinic policy regarding processing of medical records.
8. Opens and closes the Ko-Kwel Wellness Center according to established operating procedures.
9. Performs OTP Intake Specialist and Medical Assistant duties as needed.
10. Assists with training assigned personnel at medical reception desk; assists with assigning work as needed.
11. Community outreach and education regarding Ko-Kwel Wellness Center and Opioid Treatment Program.
12. Assist with supply ordering for the Opioid Treatment Program.
13. Other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employee. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 25 pounds. Requires occasional stooping, kneeling, crouching, or crawling. Work is generally performed in a medical center or office. Work involves occasional exposure to infectious disease. 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. Ability to consistently convey pleasant and helpful attitude by using excellent interpersonal and communication skills to manage sometimes stressful and emotional situations.
2. 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.
3. Possess awareness and sensitivity of various American Indian/Alaskan Native traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
4. Knowledge of regulations on the confidentiality of medical records (HIPAA) and CFR 42 Part 2.
5. Knowledge of medical terminology.
6. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
7. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
8. Ability to make decisions independently in accordance with established policy and procedures.
9. Ability to work collaboratively with team to achieve desired outcomes.
10. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as electronic health record and electronic patient management systems, word processing, spreadsheets, and databases to produce correspondence, documents, and reports.

QUALIFICATIONS

1. High School Diploma or GED with medical training required.
 2. Minimum one year of experience working in a medical front office.
 3. Certified Clinical Medical Assistant (CCMA) preferred.
 4. Experience with Electronic Health Record and Electronic Patient Management Systems required.
 5. Must have excellent written and oral communication skills, which includes proper grammar, spelling and punctuation.
 6. Multi-line phone skills are required.
 7. Experience with Microsoft Office Suite (Word, Excel, Outlook, etc.) required.
 8. Knowledge of medical terminology including ICD-10 and CPT codes desirable.
 9. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.
 10. 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.
 11. First Aid/CPR certification required or ability to obtain within 90 days of employment.
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