

**NATIVE AMERICAN COMMUNITY CLINIC
JOB DESCRIPTION**

REGISTRATION / FRONT DESK

JOB SUMMARY

This position is responsible for facilitating access to NACC's services and for obtaining financial information from which the clinic can bill for services. This position reports to the Medical Clinic Manager. This is a full-time position (80 hours per pay period), with health and dental benefits. Hours are 8:30am-5:00pm Monday through Friday and every third Saturday from 9:45am-2:00pm. Starting pay ranges from \$12.50-\$14.50 hourly.

ESSENTIAL FUNCTIONS

1. Perform all functions necessary to register incoming patients; including scheduled appointments, same day appointments and walk-ins
2. Make appointments by phone as well as in-person
3. Handle general inquiries and transfer other calls to the appropriate staff
4. Maintain current demographic and billing information in the computer records
5. Request co-pays for when appropriate; maintain cash receipts
6. Verify insurance on all patients at each visit
7. Participate in Performance Improvement activities as requested
8. Other duties as assigned by supervisor
9. Scanning patient registration, insurance and consent documents into EMR system
10. Appointment reminder calls

KNOWLEDGE, SKILLS AND ABILITIES

1. Respect and sensitivity to a diverse population of patients
2. Professional and personal integrity
3. Ability to multi-task and cope in stressful settings
4. Warm and friendly communication to all patients
5. Attention to detail
6. Good computer skills

QUALIFICATIONS

1. Experience (2-3 years preferred) in office reception
2. High school diploma or equivalent
3. Computer training
4. Native American reference

CLOSING DATE: 01/09/2015. No phone calls please.
Submit Cover Letter and Resume to hr@nacc-healthcare.org.