

JOB ANNOUNCEMENT

POSITION: PBX Operator/Appointment Clerk
PROGRAM: Tribal Health Administration
SUPERVISOR: Director of Operations
SALARY RANGE: \$17.76 per hour (**Grade 15, Step 04**)
CLASSIFICATION: Non-Exempt
LOCATION: Owyhee Community Health Facility

OPENS: May 13, 2022

CLOSES: May 27, 2022

SPECIFICATIONS: All applications must be fully completed. Any incomplete, undated or unsigned applications will not be processed (Do not refer to the resume in lieu of making required comments on the application) Please attach all required documentation as specified in the Job Announcement. **Failure to attach required documents will disqualify you from consideration for this position.** Employment Applications are available at the Human Resource Department. Any questions regarding this position is to be directed to the Human Resource Department at the above listed telephone number.

Preference for filling vacancies will be given to qualified Indian Applicants in accordance with the Indian Preference Act (Title 25 U.S. Code, Section 472 and 473). However, the Shoshone-Paiute Tribes is an equal opportunity employer and all qualified applicants will be considered in accordance with the provisions of Section 703 (l) of the Title VII of the Civil Rights Act of 1964, as amended.

The Shoshone-Paiute Tribes application form for employment must be received by the Human Resources Office by 5:00 PM of the closing date of this job announcement.

All Interview notifications will be made by certified mail. It is your responsibility to notify HR if your mailing address and/or phone number changes.

In accordance with Shoshone-Paiute Tribes' Resolution No. 00-SPR-31, all new employees are required to pass a pre-employment drug/alcohol test.

THE SHOSHONE-PAIUTE TRIBES RESERVES THE RIGHT TO CONDUCT BACKGROUND CHECKS ON ALL NEW EMPLOYEES.

In accordance with Shoshone-Paiute Tribes' Resolution No. 95-SPR-135

SPECIAL CONSIDERATIONS:

This position is subject to random drug testing and a background check as a condition of employment. This individual has access to sensitive Tribal and personal health data and is responsible for contacting staff during emergency medical situations. This person comes into regular contact with children and seniors. Additionally, this person periodically operates a Tribal vehicle (Unless accepted under the provisions of the American Disabilities Act).

JOB FUNCTIONS:

This position is stationed in the clinic lobby of the Owyhee Community Health Facility. Primary responsibilities consist of clerical and technical work of operating the PBX phone system and maintaining and utilizing the Practice Management Application Suite for scheduling medical appointments. Responsibilities also include answering/routing all telephone calls, providing general information, and directing patients and visitors to appropriate department.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Serves as PBX Operator receiving all incoming telephone calls, provides general information to callers, and directs calls to appropriate department or persons requested.
2. Maintains internal employee extension directory and other external resources phone number directory.
3. Meet and greet patients and visitors with polite and professional conduct, determines nature of business and directs to appropriate medical service or department.
4. Creates and maintains a pleasant atmosphere and remains alert to the needs of the patients waiting to be seen, (i.e., unusual length of wait, apparent increase of acuity of illness, confusion, agitation, and takes independent action many times in these situations).
5. Reports any malfunction of the telephone and computer systems to Information Technology (IT) Department.
6. Initiate Emergency Response code calls and the closure of those code calls.
7. Maintains provider and specialty clinic scheduling appointment system utilizing the Practice Management Application Suite (BMW).
8. Create and set up provider and specialty clinic profiles, determining providers' schedules for availability, and scheduling/canceling/completing patient appointment process.
9. Notifies patients of their status of appointments by telephone or mail, which includes appointment reminder calls to patients with appointments.
10. Will be required to assign coverage from within OCHF.
11. Apply policy protocol to daily duties and responsibilities.
12. If needed will provide back up to patient registration and its functions including collecting payment from non-Beneficiaries and other duties as assigned.
13. Must be punctual and reliable.
14. Other duties as assigned.

EDUCATION AND WORK EXPERIENCE REQUIRED:

Education:

1. Must have a high school diploma or GED Certificate.

Preferred Work Experience minimum six (6) months that includes:

1. Use of the operation of a PBX Telephone Side Car Console.
2. Knowledge of the patient registration system or information systems used.
3. Use and comprehensive knowledge of desktop computer and common software applications (Microsoft Office Suite, etc).
4. Use and knowledge of the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA).
5. Excellent customer service skills.
6. Strong organization and multi-tasking skills, which includes, answering multiple telephone calls, scheduling appointments, attending to patients/visitors and handling tasks under pressure in a calm, effective and efficient manner.

SUPERVISORY CONTROLS:

Work is performed independently under the general supervision of the Director of Operations, who provides instructions on new or changed procedures. Work is primarily reviewed in terms of the overall efficiency of the services provided to patients, accuracy of information obtained, through the post-review of error listings and compliance with various guidelines. Statistical reports from the RPMS Patient Registration System.

GUIDELINES:

Written guidelines are found in OCHF Manuals, technical manuals, policies and procedures manuals, accreditation standards, and Medicaid/Medicare manuals. Judgment is used in locating and selecting the most appropriate guidelines, reference and procedures. Incumbent makes minor deviations to adapt the guidelines to specify cases.

SCOPE AND EFFECT:

The scope of the position is to provide customer service via the telephone and/or in person at all times providing accurate information, direction and improving the overall communication. The effect will be improved communication and complaints at a minimal.

PURPOSE OF CONTACTS:

Contacts are primarily for obtaining, furnishing, exchanging and providing factual medical information to determine eligibility for services, and to provide liaison to providers.

Personal contact will be with patients, community and OCHF personnel via the telephone and/or in person. The incumbent will at times attend required functions and meetings.

PHYSICAL DEMANDS:

Work is both sedentary and walking. Physical demands are minimal. No heavy lifting, carrying or walking will be required for this position other than regular office equipment and around immediate work environment.

WORK ENVIRONMENT:

Work is performed in a front office setting which is adequately lighted, heated and ventilated.

HIPAA Privacy Act – (Significant Facts):

The Privacy Act of 1974 mandates that the incumbent shall maintain complete confidentiality of all administrative, medical and personnel records and all other pertinent information that comes to his/her attention or knowledge. The Privacy Act carries both civil and criminal penalties for unlawful disclosure of records. Violations of such confidential shall be cause for adverse action.