



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: Dental Receptionist/Registration
SUPERVISOR: Dental Registration Supervisor
LOCATION: Peter Christensen Dental Clinic
POST DATE: January 14, 2022
CLOSING DATE: January 28, 2022

General Description: The primary responsibility of this position is to greet and assist all patients and visitors for the Dental Clinic. Assists dental patients by collecting required information for patient charts including demographic and insurance information, patient registration and payment processing. Operates general office equipment including computer with Microsoft and dental program software.

Qualifications: High School Diploma or GED required. Minimum of two years of customer service experience required. General office experience in dental setting with knowledge of dental terminology preferred.

Salary: \$10.00-\$15.00 per hour, depending on qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

A. TITLE OF POSITION: Dental Receptionist/Registration

B. DEPARTMENT: Peter Christensen Dental Clinic

C. SUPERVISOR'S TITLE: Dental Registration Supervisor

D. DESCRIPTION OF DUTIES: Reception duties include greeting and assisting all patients and visitors to the Dental Clinic. Assists dental patients by collecting required information for patient charts including demographic and insurance information, patient registration, and payment processing. Operates general office equipment including computer with Microsoft and dental program software's. Primary responsibilities will include but are not limited to the following:

1. Greets patients professionally and cordially.
2. Promptly answers, screens and routes incoming telephone calls.
3. Supplies information to callers, visitors and patients.
4. Updates patient demographic, financial and billing information in the computer system.
5. Verifies dental insurance and co-pays.
6. Takes patient's payments and posts to appropriate account.
7. Notifies staff of patient arrival.
8. Sends out new patient information packet.
9. Maintains all dental record documents and filing for records.
10. Pulls records for upcoming appointments and telephone calls.
11. Performs clerical duties such as: daily reports, scanning, encounter form processing and any additional projects.
12. Maintains work area and lobby in a neat and timely manner.
13. Carries out assigned duties with sensitivity to cultural environment.
14. Maintains strictest confidentiality.
15. Attends meetings and educational activities as required.
16. Performs related and any additional duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Heavy, frequent contact with patients and staff.
2. **External:** Frequent contact with general public and service-related vendors.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Receptionist/Registration Supervisor

H. EDUCATION: High School Diploma or equivalent is required. Training in dental office operations preferred.

I. EXPERIENCE: General office experience in dental setting with knowledge of dental terminology preferred. Minimum of two years customer service required.

J. SKILLS:

1. Requires manual dexterity sufficient to operate a keyboard.
2. Must be able to type 40-50 words per minute.
3. Demonstrated knowledge of dental terminology, dental software and Microsoft Office Programs.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Duties are performed in an office setting.
2. **Exposure to Hazards:** May be potentially exposed to patients with communicable diseases.
3. **Physical Requirements:** May require sitting for long periods of time, also stooping, bending and stretching for files and supplies. Occasional lifting files or paper weighing up to 30 pounds. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact. It is necessary to view and type on computer screens.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Dental Receptionist/Registration Specialist to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Employee must provide proof of immunity to measles, mumps, rubella, varicella at the time of employment and submit to a TB test. Employees must show proof of a full series (either one dose or two-dose) of COVID-19 immunization upon hire OR have an approved religious or medical exemption approved prior to start date. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

