



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Front Desk Receptionist**
SUPERVISOR: Front Desk Supervisor/PRC Coordinator
LOCATION: Peter Christensen Health Center
POST DATE: **May 28, 2026**
CLOSING DATE: **June 11, 2026**

General Description: The primary responsibility of this position is to maintain and update patient registration, demographic and financial information. Greets and directs all patients and visitors. Answer incoming telephone calls and route to proper extensions or take messages, as needed. This job required strictest adherence to HIPAA for high visibility with health care issues. Confidentiality will be maintained at all times both in and out of the clinic setting.

Qualifications: High School Diploma or equivalent is required. Computer experience and accurate typing skills required. Prior medical office experience preferred.

Salary: **\$15.00-\$17.00 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: Front Desk Receptionist

B. DEPARTMENT: Peter Christensen Health Center

C. SUPERVISOR'S TITLE: Front Desk Supervisor/PRC Coordinator

D. DESCRIPTION OF DUTIES: The primary responsibility includes maintaining and updating patient registration, demographic and financial information. Greets and directs all patients and visitors. Specific responsibilities include, but are not limited to the following:

1. Greet patients upon arrival, and assist them by providing appropriate forms and writing materials. Give assistance, if necessary, in filling them out.
2. Greet, register, and announce to appropriate personnel, any visitors entering the clinic.
3. Represent our office positively throughout the encounter and work to create a comfortable and relaxed, yet professional and competent feel to the registration department.
4. Registers patient for scheduled appointment, making sure to review any patient alerts.
5. Update patient demographics.
6. Request, record and verify all patient insurance, and other verifications needed upon check in. (Private, Medicare, Medical Assistance, etc.)
7. Answer incoming telephone calls in a professional and friendly manner and route to appropriate extensions or task messages.
8. Professionally address patient's questions. If unable to provide accurate responses to technical or department specific questions, refer patient to appropriate personnel for assistance.
9. Maintains work area and lobby in a neat and orderly manner.
10. Maintains strictest confidentiality according to HIPAA standards, and ensures patient privacy.
11. Attends meetings and educational activities as required.
12. Cross train for the appointment desk coverage.
13. Assists patients with questions regarding appointments via telephone and in person.
14. Promptly update schedule changes and coordinate efficient patient flow.
15. Make appointment reminder telephone calls in a professional and friendly manner.
16. Assist with the arrangement of medical transportation services.
17. Compile and send new patient packets with appropriate registration material and information about PCHC and its providers.
18. Assist in developing departmental policies as necessary.
19. Participates in mandatory trainings and completes assigned trainings.
20. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.

21. Works towards achieving implementation of AAAHC certifications and conducts appropriate follow-up.
22. All other duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with PCHC staff.
2. **External:** Frequent contact with patients and visitor, occasional contact with vendors.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Front Desk Supervisor/PRC Coordinator.

H. EDUCATION: High School Diploma or equivalent is required.

I. EXPERIENCE: Experience working with the public in clinical or office setting desired. Should be conscientious, reliable and require minimal supervision, pleasant demeanor working with all staff, patients, and clients. Knowledge of insurance verification information. CPR certified or ability to obtain and maintain certification within 6 months of employment.

J. SKILLS:

1. Excellent customer service skills and attention to detail.
2. Above average organizational and critical thinking skills.
3. Above average typing skills.
4. Have working knowledge of medical terminology and abbreviations.
5. Proper phone etiquette and professionalism.
6. Understand and implementation of HIPAA standards.
7. To function effectively under stress and offer assistance to apprehensive patients, family members and clinical staff.
8. Knowledge of administrative and clerical procedures and systems including word processing, including managing electronic health records systems.
9. Effectively participate as a team member by providing willing assistance to co-workers.
10. Ability to deescalate and respond to persons in crisis.
11. Ability to multitask.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Fast paced clinical office setting.
2. **Exposure to Hazards:** May be exposed to situations where patient's behavior may create undesirable conditions. Potential exposure to communicable disease and bloodborne pathogens.
3. **Physical Requirements:** Prolonged sitting with occasional standing and walking. Lifting up to 20 pounds, occasionally and operating office equipment.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Front Desk Receptionist 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, at the time of employment. 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.

N. SIGNATURES:

_____ Employee	_____ Date	_____ Manager	_____ Date
_____ Tribal Administrator	_____ Date	_____ Human Resources Director	_____ Date