



## TRIBAL PERSONNEL DEPARTMENT

# JOB ANNOUNCEMENT

**JOB TITLE:** **Phlebotomist/Laboratory Clerk**  
**SUPERVISOR:** Laboratory Director  
**LOCATION:** Peter Christensen Health Center Laboratory  
**POST DATE:** March 11, 2024  
**CLOSING DATE:** Open until filled

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**General Description:** The primary responsibility of this position is to coordinate the following functions: laboratory orders, laboratory patient appointments, telephone duties, patient relations, patient registration and handling of patient inquiries.

**Qualifications:** High School Diploma or equivalent required. Phlebotomy Certification preferred or willingness to obtain ASCP phlebotomy accreditation. Minimum of one-year work experience in a medical office setting collecting biological specimens preferred. Ability to obtain Basic Life Support (BLS) certification within 6 months of employment required.

**Salary:** \$15.00-\$19.00/hr. 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](http://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](mailto: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:** Phlebotomist/Laboratory Clerk

**B. DEPARTMENT:** Peter Christensen Health Center

**C. SUPERVISOR'S TITLE:** Laboratory Director

**D. DESCRIPTION OF DUTIES:** The laboratory admitting clerk greets patients upon arrival in the Laboratory Department as well as screens and directs incoming phone calls for PCHC. Specific responsibilities include but are not limited to the following:

1. Greet and announce to appropriate personnel, any visitors entering the service area.
2. Collect biological specimens for analysis.
3. Represent PCHC positively throughout this encounter and work to create a comfortable and relaxed, yet professional and competent feel to the appointment desk and waiting area.
4. Updates schedule changes and coordinate efficient patient flow.
5. Schedules Laboratory appointments within the electronic medical record (EMR) system.
6. Answer all incoming telephone calls in a professional and friendly manner and route to appropriate extensions or task messages.
7. Assist patients with questions regarding appointments.
8. Have working knowledge of and apply the concepts of medical terminology and abbreviations.
9. Print and mail laboratory appointment reminder letters.
10. Address patient's questions in a professional manner. If unable to respond to technical or department specific questions, refer patient to appropriate personnel for assistance.
11. Maintain strict confidentiality according to HIPAA standards.
12. Attend meetings and educational activities as required.
13. Identify, monitor and process appropriate quality assurance standards for assigned areas of responsibility.
14. Assist with implementation of AAAHC, CLIA, and COLA standards and conducts appropriate follow up.
15. Communicate with laboratory staff when there is a patient for laboratory services.
16. Utilizes the Harvest Laboratory Information System (LIS) to release current orders for patients. Obtain necessary patient information, i.e. fasting, non-fasting when releasing orders.
17. Obtain orders from the health care team when orders are not in the EMR system.
18. Obtains necessary signatures from the patients, i.e. Advanced Beneficiary Notices (ABN), Human Immunodeficiency Virus (HIV) Consent and Responsibility Waiver.
19. Assists patients with mobility deficiencies for specimen collection.
20. Directs the patient appropriately after lab work is completed.

21. Maintain a safe and efficient environment conducive to the well-being of patients and self, adhering to OSHA guidelines and regulations.
22. Assist in developing departmental policies as necessary.
23. Participates in mandatory trainings and completes assigned trainings.
24. Understands the principle of Quality Improvement and participates in appropriate QI projects.
25. Performs related and additional duties as assigned.

**E. POSITION RELATIONSHIPS:**

1. **Internal:** Frequent contact with Tribal and Peter Christensen Health Center Staff.
2. **External:** Frequent contact with patients and visitors; occasional contact with vendors.

**F. SUPERVISORY RESPONSIBILITIES:** None

**G. SUPERVISION RECEIVED:** Work independently with oversight from the Laboratory Director.

**H. EDUCATION:** High School Diploma or equivalent required. Phlebotomy Certification preferred or willingness to obtain ASCP phlebotomy accreditation.

**I. EXPERIENCE:** Comprehensive knowledge of efficient appointment scheduling, customer service experience, and computer operations preferred. Minimum of one-year work experience in a medical office setting collecting biological specimens preferred. Ability to obtain and maintain Basic Life Support (BLS) within 6 months of employment required.

**J. SKILLS:**

1. Above average organizational and critical thinking skills.
2. Venipuncture, capillary puncture and collection of other biological specimens.
3. Above average typing skills.
4. Have working knowledge of medical terminology and abbreviations.
5. Proper phone etiquette and professionalism.
6. Understanding and implementation of HIPAA standards.
7. Ability to function effectively under stress and offer assistance to apprehensive patients, family members, and clinical staff in a professional manner.
8. Knowledge of administrative and clerical procedures and systems, and word processing, including managing electronic health records system.
9. Effectively participate as a team member by providing willing assistance to co-workers.
10. Ability to understand and follow written and verbal directions.
11. Must be dependable for work hours and flexible for clinic hours.
12. Must be able to follow all Tribal and departmental policies and procedures.

**K. WORKING ENVIRONMENT:**

1. **Work Conditions:** Fast paced ambulatory clinic environment.

2. **Exposure to Hazards:** May be exposed to situations where a patient's behavior may create undesirable conditions. Potential exposure to communicable disease and blood borne pathogens.
3. **Physical Requirements:** Prolonged sitting with bending, standing and walking. Lifting up to 25lbs., 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 Phlebotomist/Lab Clerk 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, Hep B, Td/Tdap, at the time of employment and submit to a TB test. 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
_____ <u>Previously signed</u> Tribal Administrator	_____ Date	_____ <u>Previously signed</u> Human Resource Director	_____ Date