TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT-REPOST

JOB TITLE: **Appointment Coordinator**
SUPERVISOR: Clinical Manager
LOCATION: Peter Christensen Health Center
POST DATE: **November 10, 2026**
CLOSING DATE: **November 24, 2026**

General Description: The primary responsibilities of this position are to greet patients upon arrival and via telephone, and assist them in a manner consistent with PCHC's customer service standards. The Appointment Coordinator assess needs to the patients or customers to determine appropriate scheduling with health care providers within a time and sequence acceptable to the patients and customer's needs and clinic policy.

Qualifications: High School Diploma or equivalent required. Completion of Medical Terminology course preferred. Comprehensive knowledge of efficient medical appointment scheduling, customer service experience, working computer knowledge, and one year of working in a medical office setting preferred.

Salary: $16.00-$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 requested via phone or email and 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: Appointment Coordinator

B. DEPARTMENT: Peter Christensen Health Center

C. SUPERVISOR'S TITLE: Clinical Manager

D. DESCRIPTION OF DUTIES: The Appointment Coordinator is responsible for the coordination of appointment desk functions including patient relations, appointment scheduling, telephone duties, patient registration and handling of patient inquires. Specific responsibilities include but are not limited to:

1. Represent our office positively throughout this encounter and work to create a comfortable and relaxed, yet professional and competent feel to the appointment desk and waiting area.
2. Promptly update schedule changes and coordinate efficient patient flow.
3. Operates computer and phone system to appropriately and accurately schedule, change, cancel, coordinate and confirm appointments including ancillary tests and procedures for patients and customers.
4. Answer all incoming telephone calls in a professional and friendly manner and route to appropriate extensions or task messages. If unable to provide accurate responses to technical or department/specific questions, refer patient to appropriate personnel for assistance.
5. Follows up with patients in a timely manner that are late for appointments or did not show.
6. Monitor the Patient Portal and follow-up with patients who wish to cancel or reschedule appointments.
7. Print and mail letters as appropriate.
8. Monitor and update patient demographics when necessary.
9. Assign and update patient provider information.
10. Maintain provider schedules by being proactive and ensuring that patients are rescheduled appropriately when providers are out of the office.
11. Maintains strictest confidentiality according to HIPAA standards.
12. Attends meetings and educational activities as required.
13. Identifies appropriate quality controls for assigned areas of responsibility and ensures that monitoring as well as process improvement is occurring.
14. Assists in policy and procedure review for applicable department.
15. Works towards achieving implementation of AAAHC certifications and conducts appropriate follow up.
16. Regular attendance is required in order to carry out the essential functions of the position.

E. POSITION RELATIONSHIPS:

1. **Internal:** Must be able to work in a team atmosphere which allows a high level of patient care to be delivered.
2. **External:** Must maintain professionalism with several specialty practices, hospitals, community resources, public health departments and all other agencies deemed necessary to provide comprehensive patient care.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Clinical Manager

H. EDUCATION: High School Diploma or equivalent required. Completion of Medical Terminology course preferred.

I. EXPERIENCE: Comprehensive knowledge of efficient medical appointment scheduling, customer service experience, working computer knowledge, and one year of work in a medical office setting. Ability to obtain and maintain HeartSaver certification within 6 months of employment required.

J. SKILLS:

1. Excellent written and verbal communication skills; as well as organizational and critical thinking skills.
2. Knowledge of administrative and clerical procedures and systems including word processing; including managing electronic health record systems.
3. Computer skills are up to date, or extensive experience working in an operating system within last two years.
4. Excellent customer service skills when working with staff and the public.
5. Have working knowledge of medical terminology and abbreviations.
6. Proper telephone etiquette and professionalism.
7. Understanding and implementation of HIPAA standards.
8. To function effectively under stress and offer assistance to apprehensive patients, family members and clinic staff in a professional manner.
9. Effectively participate as a team member by providing willing assistance to co-workers.
10. Have working knowledge of and apply the concepts of medical terminology and abbreviations.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Fast paced clinical office setting.
2. **Exposure to Hazards:** May be exposed to situations where a patient's behavior may create undesirable conditions. Daily exposure to bodily fluids and communicable disease.
3. **Physical Requirements:** Prolonged sitting with occasional standing and walking. Lifting up to 25 lbs.; 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 Appointment Coordinator 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 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. SIGNATURE:

Employee	**Date**	**Manager**	**Date**
Previously signed		**Previously signed**	
Tribal Administrator	**Date**	**Human Resource Director**	**Date**