



Chemical Dependency Program Assistant Front Office

COWLITZ INDIAN TRIBE DEPARTMENT OF HUMAN RESOURCES JOB ANNOUNCEMENT

POSITION DESCRIPTION

Title: **Chemical Dependency Program Assistant Front Office**

Schedule: **Monday through Friday**

Location: **Longview, WA**

Opening Date: **Aug 22, 2017**

Classification: **Full Time**

Hours: **11:30 am to 8:30pm, (8am to 5pm Fridays)**

Salary Range: **\$15.00 to \$17.00 DOE**

Closing Date: **September 1, 2017 or until filled**

Position Summary: Primary function is to operate multiline telephone system to answer incoming calls, while directing callers to appropriate personnel. Scheduling appointments for patients, keep track of clinician's daily schedules, internal and external mail for the department.

Essential Functions:

- A. Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department, retrieves messages from voice mail and forwards to appropriate personnel or transfers calls to voicemail when appropriate personnel are unavailable.
- B. Answers questions about organization and provides callers with address, directions, and other information.
- C. Fill out new patient forms when necessary and enter necessary information in the Electronic Health Records – mini registration.
- D. Will become proficient in the various funding sources/insurance in order to assist patients coming in for services.
- E. Welcomes on-site visitors, determines nature of business, has all guests sign in who enter HIPPA protected areas and announces visitors to appropriate personnel.
- F. Updates appointment calendar and schedules patients appointments and filters group appointments using the RPMS scheduling package.
- G. May help organize promotional activities, cultural, trainings and other activities upon request.
- H. Receives, sorts, and routes mail, and maintains and routes publications.
- I. Send out appropriate correspondence to stakeholders and other referral sources and create memos, correspondence, reports, and other documents when necessary.
- J. Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes and will perform other clerical duties as needed, such as filing, photocopying, and collating.
- K. Receives payments for services and process receipts and ensures all moneys are given to accounting for processing.

- L. Receives and maintains supplies and keeps a needs list.
- M. Will conduct monitored urine drug screen testing and other drug detection screens/tests.
- N. Prepares Group rosters and daily schedules for clinical staff.
- O. Conduct all department reminder calls nightly, and document all calls in the Electronic Health Records.
- P. Need to be proficient with the Microsoft Suite.

Minimum Job Qualifications

- Minimum of a high school diploma or equivalent
- Minimum of at least one year experience in a related field or office setting.
- Proven ability to perform the duties described above with proficiency.
- Must submit and pass a Pre-Employment drug screening and criminal background check

The Cowlitz Indian Tribe is an Equal Opportunity Employer, and a Drug & Alcohol-Free workplace.

Except as provided by Title 25 CFR, Section 472 which allows for Indian preference in hiring, the Cowlitz Indian Tribe does not discriminate on the basis of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership or non-membership in an employee organization.

Please mail resume and cover letter to:

Cowlitz Indian Tribe
Human Resources Department
P.O. Box 2547
Longview, WA 98632