

KEWEENAW BAY INDIAN COMMUNITY

Keweenaw Bay Tribal Center
16429 Beartown Road
Baraga, Michigan 49908
Phone (906) 353-6623
Fax (906) 353-7540

ROBERT "R.D." CURTIS, JR.
FRED DAKOTA
RANDALL R. HAATAJA
MICHAEL F. LAFERNIER, SR.
GARY F. LOONSFOOT, JR.
RODNEY LOONSFOOT
ELIZABETH D. MAYO

2018 TRIBAL COUNCIL

WARREN C. SWARTZ, JR., President
JENNIFER MISEGAN, Vice President
SUSAN J. LAFERNIER, Secretary
TONI J. MINTON, Assistant Secretary
DOREEN G. BLAKER, Treasurer

Medical Office Supervisor

One (1) Full-time, Exempt position

ALL REQUIRED DOCUMENTATION MUST BE SUBMITTED BY THE CLOSING DATE OR THE APPLICANT WILL NOT BE CONSIDERED FOR EMPLOYMENT

- Completed Keweenaw Bay Indian Community application
- Current Resume'
- Cover Letter
- Minimum of three (3) professional Letters of Recommendation
- Copy of valid Driver's License
- Copy of college transcripts
- Must provide a satisfactory Child Abuse/Neglect Central Registry clearance from the Michigan Department of Human Services
- If you are American Indian, you must attach a copy of tribal enrollment or proof of descendency
- If you are a Veteran, you must attach a copy of your DD214

Keweenaw Bay Indian Community
Beth Fish Personnel Director
16429 Beartown Road
Baraga, MI 49908
Phone: 906-353-6623, ext. 4140 & 4176
Fax: 906-353-8068
Email: personnel@kbic-nsn.gov

Distribution Date: November 6, 2018

Closing Date: November 20, 2018 @ 4:00pm

KEWEENAW BAY INDIAN COMMUNITY

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CEO APPROVAL

Date:

11/5/18
ROBERT "R.D." CURTIS, JR.
FRED DAKOTA
RANDALL R. HAATAJA
MICHAEL F. LAFERNIER, SR.
GARY F. LOONSFOOT, JR.
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POSITION ANNOUNCEMENT

POSITION:

Medical Office Supervisor

One (1) Full-time position - 40 hours/week

LOCATION:

Donald A. LaPointe Health & Education Facility
102 Superior Avenue
Baraga, Michigan

SUPERVISORY CONTROL:

Health Administrator

SALARY:

Grade: 8 (minimum starting wage 15.21/per hour)

MANDATORY ANNUAL REQUIREMENT:

TB Skin Test

QUALIFICATIONS:

- Associates degree and two (2) years full-time work experience in Business, Human Services, Public Administration related field.
- **OR**
- High School Diploma or GED and Four (4) years of full-time work experience working in an office setting related to Business, Human Services or Public Administration.
- **OR**
- Four (4) years combination of applicable work experience, education, and training in Business, Human Services or Public Administration.
- Must pass a clerical test with a score of at least 70% (test administered by KBIC).
- Basic knowledge of electronic health record.
- Must have experience as an Office Supervisor or Manager.

- Knowledge and experience using Microsoft Office applications required.
- Strong customer service background.
- Ability to coach and lead department staff.
- Must have a minimum of one (1) year Supervisory experience.
- Knowledge of clinic operations and services.
- Must have experience with various office equipment: postage machine, fax, copier, and multiline phone system.
- Demonstrated knowledge of medical terminology.
- Must have knowledge of medical benefits.
- Strong organizational skills.
- Must have a pleasant demeanor.
- Must maintain strict confidentiality.
- Must have knowledge of HIPPA (Health Insurance Portability and Accountability Act).
- Must be able to obtain a Satisfactory clearance in accordance with the Indian Child Protection and Family Violence Prevention Act Background Investigations Policy
- Employment is contingent upon the satisfactory result of a Security Background Check, pre-employment drug testing and pre-employment physical.

INDIAN PREFERENCE:

Preference will be given to qualified individuals of American Indian descent.

VETERAN PREFERENCE:

Preference will also be given to qualified Veterans (need DD214).

DUTIES AND RESPONSIBILITIES:

- Supervises staff, and directs procedures that relate to patient check-in, registration/intake, scheduling, point-of-service collections, dissemination of patient information, patient checkout, patient reminders, telephone service, customer service, medical records, and purchased referred care.
- Direct supervision of: PRC Clerk/Scheduler, Health Benefits Coordinator/Registration/Receivables Clerk, Medical Records Clerk and all Medical Clinic Receptionists
- Must fill-in for: Receptionist, PRC Clerk/Scheduler, Health Benefits Coordinator/Registration/Receivables Clerk, Medical Records Clerk positions when necessary to maintain continuity of services.
- Coordinates work schedules to maintain efficiency of service in areas of responsibility to support operational hours.
- Fosters collaborative relationships throughout the clinic to meet expectations.
- Assures service standards meet approved policies and procedures and recommends changes to Health administrator as necessary to improve work flow and patient satisfaction.
- Subject matter knowledge over areas of responsibility/system, and applies the knowledge to develop others to a high level of performance.
- Monitors and approves ordering of supplies and other materials in compliance with budgetary constraints.
- Tracks and completes employee time cards.
- Performs data analysis and daily reporting to Health Administrator.
- Provide guidance on office policies and procedures including Patient Confidentiality and HIPPA requirements.
- Keep up to date on changes in Medicaid/ Medicare.
- Other job duties as assigned by supervisor.

This position announcement summary is intended to indicate the kinds of tasks which will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position will be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of this position, nor to exclude other similar duties not mentioned. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

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