



Choctaw Health Center

Administration
210 Hospital Circle
Choctaw, MS 39350-6781
601.389.4250

CHOCTAW HEALTH CENTER JOB ANNOUNCEMENT #362105

POSITION TITLE: Front Desk Receptionist

SUPERVISOR: Human Resource Director/Compliance Officer

TYPE OF EMPLOYMENT: Regular Full Time/Non-Essential/Non-Exempt

SALARY: Grade 8

LOCATION: Choctaw Health Center-Administration

OPENING DATE: SEPTEMBER 20, 2018 SEP 20 2018

CLOSING DATE: OCTOBER 04, 2018 OR UNTIL FILLED

Mission Statement: *The Mission of the Choctaw Health Department is to raise the health status of the Choctaw people to the highest level possible.*

Vision Statement: *Our Vision is to achieve a healthy community through holistic health services in a culturally sensitive environment, in partnership with satisfied customers, dedicated employees, and the Choctaw community.*

SCOPE OF SERVICE AND EFFECT:

The Choctaw Health Center is a 20 bed hospital centrally located in Choctaw, Mississippi off of State Highway 16 West on the Mississippi Band of Choctaw Indians Reservation. The Tribe consists of 8 communities: Bogue Chitto, Bogue Homa, Conehatta, Crystal Ridge, Pearl River, Red Water, Standing Pine and Tucker. It serves approximately 11,000(+) members of the tribe's population across a 10 county area in Central Mississippi. It is a 180,000 square foot comprehensive health care center with 3 satellite clinics located in the Choctaw communities of Bogue Chitto, Conehatta, and Red Water.

The position of the Front Desk Receptionist is assigned to the Human Resource Director/Compliance Officer and works in a supportive role for the Administration staff to provide general administrative and clerical support and deals with inquiries from the public and patients about the Choctaw Health Center. The Front Desk Receptionist is to maintain and run an efficient, organized and operational office and is expected to perform all duties with the highest degree of confidentiality.

RESPONSIBILITIES/DUTIES:

1. Provide outstanding customer service while performing assigned duties, including coordinating executive communications, answering phones, responding to emails, and interpreting and conveying information about Choctaw Health Center programs services.
2. Responsible for the compilation of written information and distribution to the proper departments regarding trainings, meetings, memos, mail, and email.
3. Oversee sorting and distribution of incoming mail, correspondence and other documentation delivered to the office by reading, routing and distributing the letters and documents; locating and attaching the appropriate file(s) to the correspondence; copying the correspondence or other printed materials and preparing any outgoing mail and correspondence. Accumulate, log and forward any applicable e-mails, packages or faxes, when applicable.
4. Responsible for monitoring and maintaining of copier and office equipment.
5. Prepares Time Force time cards for Administration staff and departmental timekeepers for submission to the CHC Payroll Manager and coordinates with the Payroll Manager of any deficiencies or discrepancies.
6. Responsible for picking up payroll checks when issued and handles and promotes employee direct deposits.
7. Responsible for and ensures SDS manual kept in Administration is up to date and current.
8. Schedule and keep the office calendar on a daily basis to arrange appointments. Organize meeting and conference room bookings for meetings and training sessions.

9. Greets patients, visitors, and employees and set a positive atmosphere. Communicate and interface with the assigned department staff, other hospital staff, dignitaries, and vendors in a professional and calm manner. Politely inquire as to the nature of their
10. visit or call and coordinate or schedule a suitable resolution to their issue, when possible. Forward important and privileged information to the Health Director or designee immediately. Monitors visitor access and maintain security awareness.
11. Handle sensitive and/or stressful situations or information with tact, discretion and a pleasant demeanor.
12. Organize and maintain a file system, and file correspondence and other records in a timely manner according to standard filing systems, alphabetically, numerically and categorically.
13. Ensure that the physical property and equipment assigned to Administration are protected, maintained, and utilized efficiently and effectively to maximize the return on investment to the Tribe. Manages, maintains and keeps record of Administration program vehicles.
14. Oversee the coordination, scheduling and completion of any maintenance, repair, and/or servicing of the equipment, furniture or computers during the assigned shift. Work with the contracted repair entities to ensure that the machines and equipment that are out of service is minimal and will not adversely impact the operations of the department.
15. Assisting all Administrative staff with clerical and secretarial duties.
16. Participate in hospital service and program related activities as necessary or as directed.
17. Other duties as assigned or required in order to meet the responsibilities of the position and for hospital operations.

PHYSICAL DEMANDS:

The work involves computer work at terminal, walking, standing, carrying of light items such as manuals or bundles of forms within the work area.

WORK ENVIRONMENT:

Work is performed in an office setting with adequate lighting, heating and ventilation.

OTHER SIGNIFICANT FACT:

1. Incumbent may be required to work weekends and after-hours as needed and assigned. The Privacy Act of 1974 mandates that the incumbent shall maintain complete confidentiality of all administrative, medical and personnel records and all other pertinent information that may come to his/her attention or knowledge.
2. The Privacy Act carries both civil and criminal penalties for unlawful disclosure of records. Violations of such confidentiality may be cause for adverse action.

QUALIFICATIONS:

1. A high school diploma, a General Education Development (GED) certificate or its equivalent is required. Qualified candidates must have the ability to perform advanced reading and writing functions. **REQUIRED DOCUMENT MUST BE ATTACHED TO APPLICATION.**
2. An Associate's degree (AA) from an accredited college, university, technical school or other institute of higher learning with an emphasis in office technology, computer science, business administration or a related area is also required.
3. Must have a minimum of five (5) years of previous related experience. An equivalent combination of education and experience equaling these requirements may be accepted in lieu of a formal Associate's degree.
4. Must have a professional appearance and demeanor and have the ability to work with state, federal and tribal dignitaries on a constant basis.
5. Must possess the ability to handle sensitive and/or stressful situations or information with tact, discretion and a significant awareness of confidentiality.
6. Must be able to work with little or no supervision, be comfortable working independently, be self-motivated, well organized and have the ability to work as a team player.
7. Must have strong organizational, project management and problem solving skills with impeccable multi-tasking skills and to use resources effectively and be able to accomplish all assigned responsibilities in a positive manner.
8. Must be able to rely on their personal experience, judgment and skills to plan, organize and accomplished their stated tasks and expectations.

9. Must be achievement-driven and must accept responsibility for his/her results. Must possess a strong work ethic and be determined to achieve established goals and objectives.
10. Must be assertive and have the cognitive ability to deal effectively with people's needs and concerns under highly demanding conditions. Must provide the highest degree of integrity and understanding.
11. Must possess outstanding communication skills, both written and oral.
12. Must be computer literate in the appropriate software. Must have a thorough understanding and an advanced proficiency in using Microsoft Office Suite (Word, Excel, Publisher and PowerPoint) and use Microsoft spreadsheets in the performance of assigned duties.
13. Must have the ability to deal well with change and uncertainty and flexible enough to adapt and sensibly respond to the situation at hand.
14. Must be able to type in a quick and accurate manner under extreme states of stress and impending deadlines.
15. Fluency in the Choctaw language is preferred.
16. Valid Mississippi driver's license, adequate liability insurance as required by state law. Must have dependable personal transportation. **REQUIRED DOCUMENT MUST BE ATTACHED TO APPLICATION.**
17. Successful completion of Criminal Background Investigation and must pass pre-employment drug test with acceptable results.

In accordance with the Choctaw Health Center Employee Health Program, a pre-employment physical examination is required and annual physical examination while employed at CHC.

CHOCTAW HEALTH DEPARTMENT PROPERTIES ARE TOBACCO FREE

NOTE: Personnel Policies of MBCI Preference have been revised and approved as follows:

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ person(s) who are not members of MBCI only when no qualified member of MBCI, who has applied for the position, can be trained or upgraded to fill a given vacancy within a reasonable period of time at a reasonable cost, and the only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

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The authority to waive Native American Preference laws can only be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion

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to do so only when a motion is made by a committee member to support such waiver and the Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for, or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by the Executive Branch supervisors, and has no right to direct, demand, or coerce any Executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed.

FOR MORE INFORMATION CONTACT:

Human Resources Department
Tribal Office Complex
P.O. Box 6010-Choctaw Branch
Choctaw, MS 39350