

# Yakutat Tlingit Tribe

606 Forest Hwy. 10 \* P.O. Box 418 \* Yakutat, Alaska 99689  
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## JOB ANNOUNCEMENT

**POSITION TITLE:** Patient Services Assistant

**POSITION LOCATION:** Yakutat Community Health Center (YCHC)

**POSITION UNDER THE SUPERVISION OF:** Patient Services Supervisor

**POSITION DETAILS:** Exempt, Full-time permanent

**FRINGE BENEFITS:** Health and life insurance, Retirement

**POSITION SUMMARY:** The work of the Patient Services Assistant requires excellent organizational and customer service skills. This position is responsible for greeting and welcoming patients, answering the phone, scheduling appointments, collecting patient information and insurance documents and entering data using the electronic health records (EHR) system. Cross training between the Patient Services Assistant and other reception staff is required in order to maintain quality services in the event an employee is absent. This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Patient Services Clerk's regular performance evaluation. This 1.0 FTE is funded under IHS.

*\* Full position description available upon request.*

### **BASIC QUALIFICATIONS:**

1. Understands the importance of maintaining confidentiality; able to maintain confidentiality under HIPAA standards. Possess the ability to respect and maintain privacy and dignity of patients: assures patient confidentiality at all times.
2. Ability to exercise a high degree of diplomacy and tact; excellent customer services and interpersonal communication skills; Cultural sensitivity and demonstrated ability to work with diverse people groups.
3. Exercises problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed.
4. Intermediate to advanced phone skills; able to effectively relate via the telephone and in-person to serve the needs of Clinic patients/clients/visitors in a manner that is efficient and productive.
5. Requires good grooming and dress habits which reflect a professional image.
6. Must be highly flexible; able to accommodate changing needs of the department.
7. Ability to work well under pressure with minimal supervision. Proven flexibility and willingness to handle a variety of tasks.
8. Valid Alaska Driver's License.
9. Ability to accept travel assignments as required to perform duties.

**TO APPLY:** Applications can be picked up at the Yakutat Community Health Center. Please submit full applications at Yakutat Community Health Center.

**NATIVE AMERICAN PREFERENCE WILL BE APPLIED TO HIRING OF THIS POSITION AS DEFINED IN TITLE 25, US 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.**

The Yakutat Tlingit Tribe is a drug free work place and this position may be subject to random drug tests.

Posted by: Amanda Brunner

Date: 4-16-2019

**MISSION** To preserve, maintain and protect the unique culture, land & resources of Yakutat Tlingit people; to maximize our social, health & well-being while creating economic development benefits to all tribal members.