



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position: Comprehensive Community Services Service Facilitator/Front Desk Receptionist

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 8:00am-6:00 pm (flexible)

Salary Range: \$12.00-\$14.00 hour

Posting Date: 10/16/2017

Closing Date: 10/27/2017

Position Description:

The successful candidate will have the ability to serve as the main telephone receptionist, operating a multiple line system. This includes answering incoming calls and directing them to appropriate staff for handling. The receptionist will greet visitors and consumers arriving at the front desk and direct them to the appropriate location for services. This position will assist the CCS staff in scheduling, making phone calls and performing follow ups relating to consumers and their service plans.

Qualifications:

1. Possess a High School Diploma or equivalent
2. Possess good writing and presentation skills
3. Possess a clear speaking voice and a pleasant manner
4. Previous reception or office experience required
5. Must be able to work independently
6. Ability to maintain patient confidentiality in accordance with the Federal Privacy Act & HIPPA
7. CPR certified or will obtain
8. Possess accurate skills of typing (50wpm), filing, and computer data entry
9. Must be competent in operating a computer
10. Knowledge of MS Word Excel, Power Point and Outlook preferred
11. Ability to act professionally and be pleasant to all clients entering and exiting the clinic at all times
12. Pass background check
13. Pass pre-employment and random drug testing

Major Duties and Responsibilities:

1. Retrieve messages from the voicemail system and forward them to appropriate staff or department for handling.
2. Answer all incoming telephone calls, determining the purpose of the call, then forward to the appropriate person.
3. Deliver all messages taken verbally or through the voicemail system in a timely, accurate manner.
4. Receive, sort, and route incoming mail to designated mail slots for staff.
5. Maintain fax machine, copy machine and other office equipment in the designated reception area.
6. Receive and route incoming faxes to appropriate personnel or department.
7. Greet consumers and visitors to the facility, directing them appropriately in a pleasant and respectful manner. Be considerate to those in sensitive situations.
8. Provide clerical support; to include typing, filing, proofreading, sorting and organizing.
9. Provide a safe and secure environment for staff, consumers and visitors.
10. Participate in committees and meetings as designated.
11. Escort consumers throughout the building at all times.
12. Receive inventory deliveries from UPS, Fed Ex, and all other delivery companies and contact appropriate staff member for execution of packages.
13. Reporting Adverse Incidents.
14. Have a clear and concise understanding of DHS 36.
15. Be able to educate and assist consumers in available community resources. Maintain and update community resources binder.
16. Schedule appointments, rides, meetings and other directives for consumers.
17. Attend all necessary trainings to perform the job.
18. Work with the staff to ensure the consumer's needs are being met per their Service Plan..
19. All other duties assigned by CCS Administrator.

Supervision and Guidance:

This position will work under the direct supervision of the CCS Director and with oversight by the CCS Administrator.

***Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of any stated Qualifications

Three (3) letters of recommendation

Academic transcripts

Authorization For Release of Information (see attachment to Application)

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380 W. Trepania Rd.
Hayward, WI 54843
715-638-5132
715-634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an Equal Opportunity Employer. Native American Preference will be given to candidates of equal or comparable qualifications.

10/02/2017