



NEVADA URBAN INDIANS, INC. JOB DESCRIPTION

Title: Receptionist
Department: Administration
Exemption: Non-Exempt
Supervisor: Medical Office Administrator

DESCRIPTION:

Under the supervision of the Medical Office Administrator, this position is responsible for the coordination of the front desk reception area, providing information services to urban Indians; coordinating patient services; medical chart scanning; performing basic clerical services; performs administrative support services; assists provider with various tasks.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent; must be bilingual in Spanish; one-year experience working in a medical front office is highly preferred. Must have a current CPR card or be able to obtain one.

JOB DUTIES & RESPONSIBILITIES: duties and responsibilities may include, but are not limited to the following:

- Perform front desk reception duties, answering a multi-line telephone in a timely and courteous manner; directing callers to appropriate staff member; greet visitors in a courteous and professional manner; provide basic information regarding agency activities; answer general questions; send out brochures and informational materials
- Greet patients and conduct appointment check-in to determine accuracy of patient chart information.
- Gather all appropriate registration forms for medical/substance abuse/mental health
- Enter client data electronically to record and/or update patient information using the electronic health record (EHR)
- Enter patient demographic information into EHR
- Collect co-pays & cash pay from patients
- Prepare financial batch reports at end of day
- Schedule, re-schedule, or cancel appointments.
- Log all patient appointment cancellations
- Document scanning & uploading
- Posting copays and EOB payments into EHR
- Verifying insurance benefits
- Creating new patient/client charts for clinic/substance abuse/mental health.
- Keeping the front office orderly, clean, and sanitized
- Responsible for NUI Quarterly newsletter
- Assist with coordination and planning of organizational events
- Responsible for continuous front desk coverage, must acquire other staff to cover the front desk for any duration of time.
- Other duties as assigned

SPECIAL NOTE:

Nevada Urban Indians, Inc. is an equal opportunity employer and encourages all qualified applicants to contact the agency about employment opportunities. Indian hiring preference may apply to some positions dependent upon funding agency (i.e. Bureau of Indian Affairs, Title V, and Indian Health Service funded positions). NUI requires all employees to demonstrate proof of receiving a COVID-19 vaccination as a condition of their employment.