

**NORTHERN CHEYENNE TRIBE  
TRIBAL BOARD OF HEALTH  
JOB ADVERTISEMENT  
2019**

**POSITION:** Office Manager

**SALARY:** \$16.00 - \$18.00

**DEPARTMENT:** Northern Cheyenne Tribal Board of Health - Tribal Health Improvement Program (T-HIP)

**ACCOUNTABLE TO:** Director of T-HIP

**CLASSIFICATION:** Regular Full-time, Covered, Non-exempt  
*\*\* TBD on a year to year basis, depending on funding availability*

**OPENING DATE:** 3/2/2020

**CLOSING DATE:** 3/18/2020 @ 4:00 pm

**How to Apply:**

1. Submit a completed Northern Cheyenne Tribe application,
2. Resume'
3. Three (3) current (within 1 year) letters of recommendations (one must be past/present employer)
4. Proof of tribal enrollment (if claiming Indian preference)
5. DD214 (if claiming Veteran's preference),
6. copies of credentials or certified copy of transcripts,
7. Valid Montana Driver's License and State of Montana Driving Record

**Mail or drop off at:**

**Northern Cheyenne Tribe  
P.O. Box 128, Little Wolf Capitol Building  
Lame Deer, Mt. 59043  
Attention: Human Resources Office**

**ONLY COMPLETE APPLICATIONS WILL BE CONSIDERED**

**SUMMARY OF WORK:**

This position performs major administrative office duties for the Tribal Health Improvement Program consisting but not limited to: coordinating client and provider schedules, file management, office organization, data entry, answering the telephone and records messages, delivers and receives daily mail and other clerical duties. Assists in maintaining electronic database of registration, inspections, and maintenance of T-HIP vehicles. Assists and maintains payroll and timesheet information for the NCTBH's timekeeper.

**JOB CHARACTERISTICS:**

**Nature of Work:** This position performs administrative office duties that require attention to accuracy, detail and timeliness. This position is primarily sedentary with light lifting. The incumbent is **required** to pay attention in office setting. The incumbent is **required** to make decisions independently under general supervision with a workload that may vary due to reports and deadlines. The incumbent **must** have computer and other office machine experience along with customer service and professionalism in maintaining confidentiality of patient data and personnel files.

**Personal contacts:** This position makes daily contact with clients, health professionals, T-HIP staff, other Tribal programs, schools, medical facilities, State Health Department and the general public.

**Supervision Received:** This position receives daily supervision from the Director of T-HIP.

**Essential Functions:** This position **requires** excellent communication both orally and in writing, good customer relation skills, data entry, knowledgeable in medical terminology, great attitude, etiquette (makes decisions and determines appropriate action) refer patients to appointment, maintain files, and documents, receives and distributes mail and takes dictation at meeting and prepare minutes to final form.

### **AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE**

- Provides customer service for patients seeking services from Tribal Health Improvement Program.
- Maintain and schedules appointments for the Tribal Health Improvement Program based on knowledge of the Care Coordinator's schedules
- Mails appointment reminders and education material in a teamwork effort to assist and enhance patient care.
- Coordinates mail for the department, reviews documents, maintains files on correspondences, and provides follow up.
- Records meetings, writes correspondences, and reviews all original documents before signature and mailing.
- Maintains confidential correspondence, data and information in accordance with the privacy act and HIPAA standards.
- Coordinates with patient registration for appointments and data entry.
- Keeps inventory on all supplies or equipment lists, stocking supplies as needed and completes requisitions to order when low upon approval of Director of T-HIP.
- Calculates monthly customer visitations, and the final reports and also other clerical duties as required.

### **JOB REQUIREMENTS**

**Knowledge:** This position **requires** knowledge of data entry, drafting correspondences, tracking data and reporting requirements. The incumbent shall have knowledge of the Tribe's operating manuals and policy. Must background self in medical terminology and healthcare.

**Skills:** This position **requires** skills in the use of computer software, internet, word processing, submitting reports, copier, telephone etiquette and other general office equipment.

**Abilities:** This position **requires** the ability to communicate effectively both verbally and in writing, follow verbal and written instructions; make appropriate decisions; understand policies and procedures; work independently, interpret and implement specific protocols; establish and maintain good public relation skills.

### **JOB PERFORMANCE STANDARDS:**

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to the following:

- Observes work hours
- Demonstrates punctuality
- Performs assigned duties efficiently and in a timely manner
- Maintains accurate and timely records, manual and policies
- Prepares and submits accurate timely reports

- Demonstrates excellent public relations and communication
- Adheres to confidentiality standards & HIPAA rules
- Maintains client and staff calendar and appointments
- Retrieves and distributes department mail
- Utilizes computer systems and common office equipment
- **Must** agree to and sign waiver for pre-employment drug testing
- Maintains the record keeping, reporting, typing, filing and information gathering system
- Demonstrates ability to work independently and execute guidelines, policies and procedures
- Establishes and maintains effective working relationships with fellow employees, supervisor and the public
- Indian Preference, with first preference given to qualified enrolled members of the Northern Cheyenne Tribe
- **Must** have current driving license and be insurable under NCT & T-HIP guidelines.

### **EDUCATION AND EXPERIENCE:**

**High School Diploma or G.E.D.** equivalent

An **Associates of Arts** Degree or 2 years of University course work is **preferred**

Minimum of **2-year** secretarial/office management experience is **preferred**

**Medical** background and knowledge is **preferred**