



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
mkeo@spiritlekenation.com

Job Title:	Medical Support Assistant – Patient Registration Dental	Open Date:	December 17, 2024
SL Program:	Spirit Lake Health Center	Close Date:	January 3, 2025

Position Objective: This position is responsible for providing administrative support and select patient services in support of the Spirit Lake Health Center (SLHC) Dental Clinic.

Work is performed and duties are carried out in accordance with established policies, procedures, and SLHC core values: VALUES.

Job Responsibilities

- Answers telephone and greets visitors and refers to other programs as appropriate; provides information and assistance; schedules appointments; resolves problems; prioritizes questions and concerns for supervisor's attention.
- Establishes and maintains patient records; ensures record is current, accurate and complete for each patient seen.
- Schedule appointments follow up appointments; and, provides information regarding assisting agencies when necessary.
- Manages patient referrals and communicates with necessary assisting agencies when necessary.
- Maintains system for Dental program materials, including maintaining adequate supply of required forms/documents, regulation interagency forms, resource files and other information suitable for client use.
- Maintain access to patient insurance portals. Maintain knowledge of necessary insurance information and communicate with benefits coordinators regarding patient benefits.
- Creates, composes, edits, produces and/or distributes varied correspondence, reports, meeting minutes, advertisements, mailings, notices and other materials; obtains, organizes, and plans suitable presentation of content; reviews work for format consistency, grammatical construction and typographical accuracy; presents finished materials for review, or distributes.
- Collects time sheets and/or payroll information, posts leave, overtime and compensatory time to the appropriate forms and/or system, enters time data into payroll system, and submits in a timely fashion.
- Prepares requisitions for supplies as needed. Maintain adequate supply of dental materials and supplies.
- Keeps work areas neat and orderly and bulletin boards current.
- Assists with implementation of policies and development of procedures.
- Participates on performance improvement teams and other committees as assigned.
- Must comply with federal laws and regulations as required by the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act of 1974.
- Performs related duties.

Knowledge required at a level appropriate for this position:

- Knowledge of HIPAA and the Privacy Act of 1974.
- Knowledge of patient registration principles.
- Knowledge of medical terminology used in dental health.
- Knowledge of modern office practices and procedures.
- Knowledge of the correct and effective use of English, including grammar, spelling, and punctuation.
- Knowledge of department's policies and procedures.
- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles.

- Ability to work with personal computer and utilize a variety of software applications, including database and office software systems.
- Ability to communicate clearly and effectively, both orally and in writing, using tact and sensitivity.
- Ability to organize the multiple demands of the job.
- Skill in prioritizing and organizing work, and maintenance of files and records.
- Skill in the provision of customer services.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

Supervisory Controls

The supervisor assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results. Work is reviewed through reports, and observation of interactions with SLHC patients.

Guidelines

Guidelines include SLHC policies and procedures. These guidelines are generally clear and specific, and deviations must be authorized by the supervisor.

Complexity/Scope of Work

This position consists of related clerical duties. The purpose of this position is to provide administrative support to the assigned area. Successful performance contributes to the efficiency and effectiveness of the assigned area’s operations.

Contacts

Contacts are typically with providers, other employees and patients. Contacts are typically to give and exchange information and provide assistance.

Physical Demand / Work Environment

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping or walking; use hands and fingers to manipulate, handle, or feel; and, talk or hear. The employee occasionally lifts light objects and distinguishes between shades of color. The work is typically performed in a clinic setting which requires normal safety precaution for infection control and environmental safety measures. The noise level in the work environment is usually moderate.

Supervisory and Management Responsibility

None

Minimum Qualifications

High school diploma or equivalent and one (1) year of administrative office support experience sufficient to understand the major duties of the position, and to be able to answer questions and resolve problems. Experience in a dental clinic setting is preferred. Must successfully pass a criminal and background check, and a pre-employment drug screen.

Job Location:	Spirit Lake Health Center	Company Industry:	Spirit Lake Health Center
Job Role:	Dental Assistant		

Employment Status:	Full- time	Supervision	Dental Director
Grade:	12	Manages Others:	no
Number of Vacancies:	1		

More detailed job description can be picked up in the Human Resource Department for this opening.

Please Send Application to:

Name:	Spirit Lake Tribe Human Resource Department	Email:	rcrosswhite@spiritlakenation.com or mkeo@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten	Zip/Postal Code:	58335
Phone:	701-381-0204 or 701-381-0361	Fax:	701-766-1272
Application Procedure	Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing.		