



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	922237001	Last Revised:	02/26/2018
Position Title:	Office Coordinator	Department:	Tsalagi Public Health
Reports to:	Manager, Tsalagi Public Health	Division:	PHHS

Primary Function: The primary functions of the Office Coordinator is to perform administrative and support services to facilitate the operation of Tsalagi Public Health.

- Job Duties and Responsibilities:**
- Interact with internal and external customers / clients in a polite and professional manner.
 - Performs various secretarial duties such as typing, filing, data entry, taking minutes at meetings and record keeping. Prepares and processes travel requests, purchase orders, etc. Prepares and types correspondence for staff as requested. Collects and maintains time sheets and payroll information. Send Master to manager for review.
 - Serves as receptionist, greets clients, answers phone, takes and delivers messages, schedules appointments/meetings, and updates client information.
 - Certifies clients for eligibility of the Breast and Cervical Cancer Screening Program and keeps those numbers to be turned in monthly.
 - Participates in QA audits. Compiles and collates data to prepare reports and summaries of the activities and forwards to appropriate office/ agency.
 - Assists staff in compiling and collating data to prepare reports and summaries of Tsalagi Public Health and forwards or mails to appropriate agency..
 - Plans and implements security for records, equipment, and supplies belonging to the Tsalagi Public Health Program. Assures the security and confidentiality of all client information and records.
 - Maintains records and delivers to hospital for scanning.
 - Initiates any forms needed for clients when they come in to the office.
 - Keeps appointment list. Designates those who missed appointments and did not show.
 - Reports client visits to CIHA weekly for billing.
 - Maintains record of all client visits.
 - Updates client demographic and insurance information at each visit.
 - Keeps inventory of all supplies and reorders weekly.
 - Receives supplies and restocks all areas.
 - Performs errands as needed by the staff.
 - Keeps updated list of assets and numbers assigned to them.
 - Oversees the general operation of the front office.
 - Assure all equipment used is in working order.
 - Completes Master time sheet and send to Manager for review.
 - Picks up mail at the post office daily.

- Education/experience:**
- An Associate Degree in Office Management required, the combination of education and experience, four (4) years may be accepted in lieu of degree.
 - A valid driver's license is required.

- Job Knowledge:**
- Must have thorough knowledge of the office procedures, policies, and guidelines of the Tsalagi Public Health program.
 - Must have knowledge of billing requirements.
 - Must be able to operate a computer, calculator, telephone, copier, fax, postage machine and other office equipment.

- Must be able to use various computer programs, Excel, Word, Munis, Kronos and any other program required.
- Must have the ability to collect data and write reports.
- Requires the ability to organize work, deal effectively with the public, communicate effectively, both verbally and in writing, follow instructions, take direction from more than one person and work independently or as a member of a group.
- Must be able to set up and maintain medical records.
- Must have knowledge of the Electronic Health Record, RPMS, any the appointment system.

Complexity of Duties: This position is responsible for assisting in maximizing the available resources to develop and maintain the Tsalagi Public Health Program that will meet the constantly changing needs of the community. Must have the ability to interpret policy, laws and regulations in order to make decisions when a precedent is not available. Duties require the application of good judgment and problem solving skills in order to be effective. At times may be dealing with individuals, who are mad, highly agitated, emotional, or out of touch with reality.

Contact with Others: Interacts frequently with coworkers, hospital staff, patients, various groups, and other health professionals for the purpose of exchanging information, obtaining, or providing assistance. Tact, courtesy, and professional conduct are required to maintain positive working relationships. Utmost sensitivity and confidentiality is required when dealing with patients and families.

Confidential Data: Responsible for managing HIPAA-protected information while conducting Public Health activities. Responsible for maintaining confidential Tribal documents as appropriate for the position.

Mental /Visual /Physical Effort: Close attention to detail and mental concentration are required while performing clinical duties. Is subject to frequent interruptions requiring varied response, which can cause distractions. Physical effort includes walking reaching with arms, bending manual dexterity, visual acuity, and the ability to speak and hear.

- Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment: General work environment is indoors, in an office building, and may include clinical facilities. May have exposure to contagious disease and other health hazard.

Extent of Supervision: Will be directly supervised by the program manager, or other staff as needed.

Resourcefulness And initiative. Follows well defined policies, procedures, and standard practices for most duties. Must take initiative and be resourceful in order to assist staff to meet the needs of the community.

Responsibility for Safety /equipment: Responsible for oversight of tracking, management, obtaining and disposing of equipment.