



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CA 93258

PHONE: (559) 784-2316 • FAX: (559) 791-2585

**JOB POSTING**

<b>POSITION: DENTAL RECEPTIONIST</b>	
<b>POSTING DATE:</b>	<b>OCTOBER 4, 2017</b>
<b>CLOSING DATE:</b>	<b>OCTOBER 12, 2017- 5:30 PM</b>
<b>NUMBER OF OPENINGS:</b>	<b>1</b>
<b>RATE:</b>	<b>\$12.42 / HOUR</b>
<b>STATUS:</b>	<b>FULL-TIME, NON- EXEMPT</b>
<b>IN ORDER TO BE CONSIDERED FOR THE OPEN POSITION, A COMPLETED APPLICATION MUST BE SUBMITTED BY THE CLOSING DATE AS STATED ABOVE.</b>	
<b>TO OBTAIN A COPY OF THE JOB DESCRIPTION AND JOB APPLICATION, PLEASE VISIT <a href="http://WWW.TRIHCI.ORG">WWW.TRIHCI.ORG</a></b>	
<b>PLEASE SEND COMPLETED APPLICATIONS TO <a href="mailto:HUMANRESOURCES@TRIHCI.ORG">HUMANRESOURCES@TRIHCI.ORG</a></b>	
IN ACCORDANCE WITH INDIAN PREFERENCE STATUTES DEFINED IN USC TITLE 25, SECTION 472, PREFERENCE IN FILLING VACANCIES AT TRIHCI WILL BE GIVEN TO QUALIFIED INDIAN CANDIDATES WHO SUCCESSFULLY VERIFY THEIR ELIGIBILITY (BIA FORM 4432, A CERTIFICATE OF INDIAN BLOOD, OR OTHER DOCUMENTATION MAY BE REQUIRED). WITHIN THE SCOPE OF INDIAN PREFERENCE LAWS, TRIHCI DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, OR ANY OTHER CHARACTERISTIC PROTECTED BY LAW IN MAKING EMPLOYMENT DECISIONS OR PROVIDING SERVICES.	



TULE RIVER INDIAN HEALTH CENTER, INC. (TRIHCI)

PO BOX 768 • PORTERVILLE, CALIFORNIA 93258

PHONE: (559) 784-2316 • FAX: (559) 781-6514

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**POSITION DESCRIPTION:  
DENTAL RECEPTIONIST**

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**Reports To:** Dental Director  
**FLSA Status:** Full-Time, Non-Exempt  
**Revised Date:** August 30, 2017

**Prepared By:** Human Resources  
**Salary Grade:** TR3-4  
**Board Approval:** September 6, 2017

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**POSITION SUMMARY:**

Receptionists schedule, meet and greet patients and play a major role in creating a professional office image and environment. Through friendly interaction with patients and team members, receptionists implement office policy, answer patients' questions, process their paperwork and are able to handle monetary transactions and billing concerns.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Encourage friendly interaction and communication between patients, team members, and guests. This includes enforcement of scheduling parameters found in Patient Brochure.
2. Follow Policy & Procedure, Standard Operating Procedure (SOP) and Employee Handbook.
3. Participate in general staff meetings, in-service, and trainings of the Health Center organization.
4. Observe existing dental department Policy & Procedure and participate in updating the same.
5. Participate in team meetings, peer review, quality assurance (QA), quality improvement (QI), customer satisfaction surveys, and other customer service or department enhancing activities.
6. Promote the Tule River Indian Health Center Dental department by every ethical means.
7. Promote and improve customer service to patients, team members, and guests.
8. Promote Third party revenue from patients, grants, or other sources.
9. Travel at times for acquiring continuing education or participation in community projects.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Essential dental office operations (including planning, organizing, scheduling patients, understand third-party revenue generators such as insurance and medical, maintain important patient and office records, handle multi-line inbound phone system, assist coworkers when called upon, performance of administrative duties with strong bookkeeping and records procedures).
2. Create a comfortable "dental home" for patients of all ages and ethnic backgrounds.
3. Meet or exceed team member standards outlined by dental department Policy & Procedure, Standard Operating Procedures, IHS guidelines, HIPAA, OSHA, MSDS (material safety data sheet) Hazard Communication, and dental director directives.
4. Efficient and effective computer software skills for Microsoft Office and DENTRIX office management.
5. Strong work ethic in establishing and meeting personal goals and objectives in an ethical manner.
6. Relate in a positive manner to team members, other employees, patients and guests.
7. Manage medical emergencies in the dental office using 911, oxygen, CPR and teamwork.

8. Assist in handling of other emergencies if needed, such as fire, flood, natural disaster, poisoning, rescue efforts and/ or other agencies.
9. Use and understand dental terminology, dental charting, and tooth numbering systems for both adult and children in order to interact with dental team mates, insurance companies and other dental offices.
10. Accept Treatment Plan Coordinator (TPC) and other responsibilities on a temporary basis from time to time as directed by supervisor.

**QUALIFICATIONS:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skills, and/ or abilities required. In accordance with the American with Disabilities Act (ADA), reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**MINIMUM QUALIFICATIONS FOR EDUCATION AND/OR EXPERIENCE:**

1. Successful completion of high school or GED.
2. Two (2) or more years recent work experience as:
  - a. A full-time dental receptionist, or
  - b. Full-time dental assistant with receptionist experience.
3. Two (2) or more years recent work experience with all of the following:
  - a. Dental practice management software.
  - b. Calculating and verifying dental insurance benefits and
  - c. Scheduling patients for dental procedures
  - d. Multi line phone experience with dental customer service emphasis.

**MINIMUM GENERAL REQUIREMENTS:**

1. Positive character references from professional, business, or if needed personal sources.
2. Pass pre-employment and random drug & alcohol tests.
3. Pass pre-employment physical.
4. Pass Background check.
5. Be lawfully eligible to obtain work in the United States.
6. Meet the current attendance policy requirements per TRIHCI.

**MINIMUM CERTIFICATES, LICENSES, REGISTRATIONS:**

1. High School Diploma or equivalent from an accredited and accepted school.
2. Current California driver’s license and a good driving record.
3. Current CPR at the BCLS level.

**Contingencies**

TRIHCI maintains a drug and alcohol free workplace, and all offers of employment are contingent on the successful completion of a criminal background check, a post-offer drug test and physical, and verification of each candidates right the work in the United States.

**Physical Work Environment:** *the description provided here is representative of those conditions in which the Dental Receptionist will be required to perform the essential function of this position. As stated earlier, reasonable accommodations may be made to enable individual with disabilities to perform the essential functions of this position.*

While performing the duties of this position, the Dental Receptionist is situated in a standard office environment within the health center, where there is little or no exposure to variations in the either or other similar elements. The Dental Receptionist will primarily be stationed in the medical reception area of the health center but will also move about the health center to meet with physicians, patients, and co-workers. Consequently, the Dental Receptionist must:

1. Possess the mobility to work in a standard office setting (i.e. walk, stand, or sit for extended periods of time);
2. Posses the ability to use standard office equipment to write, type, copy, fax, or perform other duties;
3. Possess the strength to lift and carry supplies weighing up to 10 lb repeatedly and up to 30 lb intermittently;
4. Possess the visual acuity to read printed material and a computer screen; and
5. Demonstrate hearing and speech capabilities that allow him/her to communicate in person and over the telephone as required.

The clinical setting at TRIHCI is categorized by OSHA and a Blood-Borne Pathogen Category I facility. Thus, there may exist the potential for exposure to blood, body fluid/tissue, and infectious wastes. There also exist the potential for exposure to chemicals, biological, toxicants, and irradiants found on-site.

**Disclaimer:**

*The position description lists the major duties and requirements for the Dental Receptionist position as established by subject-matter experts and the Human Resources Manager at the time of this document's creation. This position may require additional performance of duties and responsibilities beyond those outlined in this document, and thus may require additional sets of knowledge, skills and abilities not fully articulated herein.*

**Employee Affirmation:**

*I have thoroughly read the attached position description for the position of Dental Receptionist. Any verbal explanations that I have requested concerning the information in this position description have been provided to me to my satisfaction. I subsequently affirm that I am qualified to occupy this position with TRIHCI and I agree to perform the duties and responsibilities outlined therein.*

Employee Name (printed)
Employee Signature
Date