



## URBAN INDIAN CENTER OF SALT LAKE

120 West 1300 South  
Salt Lake City, Utah 84115  
Phone: (801) 486-4877  
Fax: (801) 214-7677  
www.uicsl.org

### POSITION DESCRIPTION: FRONT DESK RECEPTIONIST

Division:	Finance Operations	Supervisor:	Business Office Manager
Job Code:	FIN-015	Classification:	FT, Non-Exempt
Wage Scale:	NE-05 (\$14.42 to \$19.65/HR)	Effective Date:	10/19/2023
Hours/week:	40+ some nights/weekends	Last Revised:	06/01/2021

### PROGRAM PURPOSE

*The Urban Indian Center of Salt Lake (UICSL) is dedicated to our Mission of SERVING THE PEOPLE BY HONORING NATIVE CULTURES, STRENGTHENING HEALTH & WELLNESS PROGRAMS, & CULTIVATING COMMUNITY.*

### UNIFORM PERFORMANCE EXPECTATIONS

In performance of their respective responsibilities, all employees of the UICSL and our affiliates must rise to the level of expectations in which they:

- Fully uphold all principles of confidentiality and patient/client care.
- Adhere to the Standards of Conduct for UICSL, and all professional and ethical standards for the healthcare industry and/or their respective area(s) of expertise.
- Interact in an honest, trustworthy, and dependable manner with patients/clients and co-workers.
- Possess and utilize a strong sense of cultural awareness and interpersonal respect.
- Maintain an active and valid license in the State of Utah (if operating UICSL vehicles).
- Strive to learn and serve in compliance with federal regulations and UICSL policies and procedures, and to seek solutions for issues or problems they encounter in alignment with those resources.

### POSITION SUMMARY

Under the direct supervision of the Business Office Manager (BOM), the Front Desk Receptionist is the primary point-of-contact for the facility and greets everyone professionally via in-person or phone. They attend to all incoming communications at the reception desk and redirect inquires to the appropriate locations while informing the department or staff members of patient/client or visitor arrival. The Front Desk Receptionist also provides general information regarding the organization to the public, clients and patients.

### ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES

- Coordinates the scheduling, rescheduling, and cancellation of patient/client appointments in EMR (electronic medical record).
- Performs patient/client check in and out of scheduled appointments.
- Receives, responds to, and directs patient/client communication, including phone calls, emails, and other interactions in a timely and professional manner.
- Verifies client/patient insurance coverage status, receives co-pays, and escalates to Benefits Coordinator or Billing, as needed.
- Collects copies of required documentation such as vital records and tribal identification to assist in the



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coordination of client registration.

- Identifies UICSL community member needs, answers questions, and redirects or educates members.
- Performs various clerical duties such as copying, faxing, data entry, sorting mail, and scanning.
- Maintains various logs of daily activities including visitors and other tallies as needed.
- Maintains a professional and presentable reception space.
- Greets & interacts professionally with clients, patients, providers, vendors, community members & staff.
- Follows all rules & regulations relating to confidentiality and privacy to ensure client/patient information is safeguarded and private.
- Functions as a contributing member of the Business Office team and Finance Department.
- Maintains inventory of office supplies in reception space.
- Acts as a backup for Patient Registration, as needed.
- Assists in the coordination and execution of UICSL sponsored events and/or employee events.
- Other duties and responsibilities as assigned by the Business Office Manager or Finance Director.
- Attends regularly scheduled meetings in the Division of Finance Operations and monthly General Staff Meetings.

### MINIMUM QUALIFICATIONS

Education: <input type="checkbox"/>	High School diploma or equivalent
Experience: <input type="checkbox"/>	One (1) year of reception experience with a corresponding level of responsibility; and one (1) year of relevant work experience in health care field
Certifications/Licensure: <input type="checkbox"/>	CPR and First Aid Certification(able to obtain after employment)
Other: <input type="checkbox"/>	a) Must pass a mandatory criminal background check

### PREFERRED QUALIFICATIONS

Education: <input type="checkbox"/>	An associate degree or advanced clerical training
Experience: <input type="checkbox"/>	Two to three (2-3) years' experience as a receptionist in a healthcare setting (e.g., experience with electronic health records [EHR], clinical terminology, etc.

### KNOWLEDGE, COMPETENCIES, AND CHARACTERISTICS (KCC)

<input type="checkbox"/>	Knowledge of and a demonstrated respect for AI/AN history, values, customs, and practices
<input type="checkbox"/>	Proficient with office equipment and computer systems such as Excel, Microsoft Office, Microsoft Teams, Zoom, multiple phone lines, fax/copy machines, EHR navigation, etc.
<input type="checkbox"/>	Demonstrated excellent communication, interpersonal, organizational, and follow-through skills.
<input type="checkbox"/>	Ability to be motivated with attention to detail and the ability to work efficiently and independently, demonstrating a passion for providing excellent customer service.
<input type="checkbox"/>	Ability to communicate effectively with patients, visitors and other medical personnel in written and verbal form.
<input type="checkbox"/>	Familiar with medical terminology and front office practices
<input type="checkbox"/>	Ability to respond promptly and tactfully to customer needs – customer service oriented
<input type="checkbox"/>	Ability to efficiently organize and prioritize tasks, time and resources
<input type="checkbox"/>	Ability to prioritize and multi-task in a face paced environment.
<input type="checkbox"/>	Knowledge of confidentiality and client privacy, including HIPAA and other relevant regulations.

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**WORK ENVIRONMENT**

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The work environment at UICSL involves normal office conditions and noise levels that can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

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**PHYSICAL DEMANDS**

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While performing the duties of this job, an employee may frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. An employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors, and staff.

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**MENTAL DEMANDS**

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Workloads in this position are dynamic and range from an awareness of technical details, to engaging broad strategic ideas and discussions. The incumbent in this position will often work alone but must also be prepared to handle employee issues as required. This position will require the ability to multi-task and handle stressful situations that impact the UICSL on an organizational level, so the incumbent needs to demonstrate a high level of emotional balance. Group presentation and education tasks are common, and there are numerous applicable standards and deadlines associated with this position.

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***Disclaimer:*** *The information in this document is designed to portray the general nature and level of work performance expected by employees in this position. It is not intended to be a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other related and reasonable duties as needed by their direct supervisor.*



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### **Indian Preference Statement:**

*As a federal contractor and in compliance with Sub-Chapter II, Chapter 14, Title 25 of the United States Code, the Act of April 16, 1934 (48 Stat. 596), as amended; and Section 7(b) of the Indian Self-Determination and Education Assistance Act, Pub. L. 93-638, 88 Stat. 2205, 25 U.S.C. 450e(b), UICSL gives preference in employment opportunities to American Indians/Alaska Natives (AI/AN) who can perform the work outlined in our Position Description(s) regardless of age, sex, religion, or tribal affiliation (subject to existing laws and regulations). UICSL also extends preference to AI/AN organizations and AI/AN-owned economic enterprises in the awarding of any subcontracts engaged under our funding agreement(s).*

*To the extent feasible and consistent with effective performance as a federal contractor, UICSL may give preference in employment and training opportunities to AI/ANs who are NOT fully qualified to perform the work outlined in our Position Description(s) regardless of age, sex, religion, or tribal affiliation (subject to existing laws and regulations); and UICSL may provide reasonable opportunities for training including on-the-job, classroom, or apprenticeship training designed to increase the vocational effectiveness of AI/AN employees.*

*When UICSL is unable to fill our employment and subcontracting opportunities after giving full consideration and preference to AI/AN candidates, employees and/or subcontractors, UICSL will satisfy our needs by selecting non-AI/AN candidates and subcontractors in accordance with equal employment opportunity and affirmative action statues mandating that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin. (48 CFR §52.222-26).*

<b>REVIEWED BY HUMAN RESOURCES:</b>	DocuSigned by:  10/12/2023 <small>19FD410CE6F6499...</small>	<b>APPROVED BY EXECUTIVE DIRECTOR:</b>	DocuSigned by:  10/12/2023 <small>CAA58DE93D1E472...</small>
<b>PRESENTED TO BOARD OF DIRECTORS:</b>	<i>Scheduled for October 19, 2023</i>		<b>NEXT REVIEW DATE:</b>  October 2025



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**EMPLOYEE ACKNOWLEDGEMENT**

I have reviewed and been provided the content of the **Front Desk Receptionist** position description.

My signature on this document certifies that I can perform the essential functions of this position as outlined in this description, with or without reasonable accommodation. A signed copy of this document will be maintained in my Personnel file for reference.

**Describe any accommodations required to perform these functions:**

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<b>Employee Name (Print)</b>	<b>Employee Signature:</b>	<b>Date:</b>