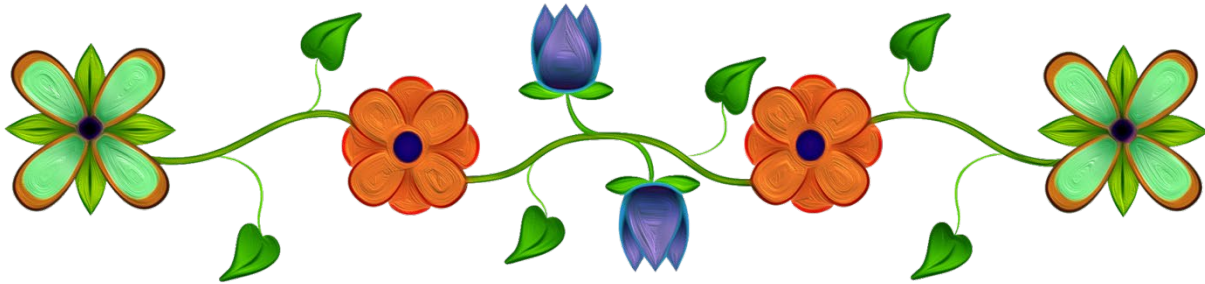


# BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS



## Bad River Health & Wellness Center

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Open Monday-Friday 8am-4pm (Hours Vary by Dept.)

(715) 682-7133

53585 Nokomis Road

Ashland, WI 54806

**Job Title:** Therapy Department Office Assistant

**Department:** HWC- Therapy

**Hourly Rate:** \$18.00/ hour

**Exempt:** No/Hourly

**Supervisor:** Therapy Manager

**Posting Date:** Public

**Opens:** April 8<sup>th</sup>, 2026

**Closes:** April 22<sup>nd</sup>, 2026 @ 4:30PM

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**Job Summary:** The Therapy Office Assistant provides administrative and clerical support to ensure efficient daily operations within the therapy department. This role includes greeting and assisting patients, scheduling appointments, managing phone communications, coordinating with providers and other departments, maintaining patient records, and processing referrals and prior authorizations. The assistant also supports billing processes, collects patient payments, generates reports, and maintains office equipment and supplies. Strong organizational, communication, and multitasking skills are essential to facilitate smooth patient flow and deliver excellent customer service.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned by the Program Manager or the supervisor.

- Greets patients and visitors in a prompt, courteous, and helpful manner, collects insurance co-payments, and responds to routine requests for information
- Schedules and maintains calendar of appointments, meetings, and travel
- Schedules patients and enters information into the computer system
- Coordinates patient appointments with other areas or physician offices as needed
- Answers and screens telephone calls, triages clinical calls and resolves problems appropriately
- Assembles, copies, and releases patient medical records

- Works with Medical Records Department regarding requests for notes/additional information
- Generates basic reports, modifies/updates existing reports, and distributes reports as needed
- Operates and maintains office equipment (fax, printer, photocopier, etc.) and may order office supplies
- Completes referrals, tracks, and follows up on need for re-authorizations, processes patient registration, and obtains required information
- May process billing/reimbursement forms and other department records
- Assists with gathering, organizing, and compiling data for reports, meetings, etc
- Assists with cleaning clinical and office areas as needed.
- Completes prior authorization for procedures in Therapy Department
- Collects patients' financial responsibility at time of check in (i.e. copays, deductibles, coinsurances). 7.
- Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff.
- Ability to multi-task, route calls, greet patients, and maintain a schedule of appointments/meetings.
- Proficient in the use of Microsoft Office (Excel, Power Point, Access and Word) or similar products, including maintaining, tracking, and entering data in a database and/or spreadsheet software.
- Strong organizational skills and attention to detail.
- Ability to effectively communicate (written, and verbal), build rapport, and relate to all people.
- Ability to operate standard office equipment.
- Ability to effectively communicate (written, and verbal), build rapport, and relate to all people.
- Strong organizational skills and attention to detail.
- All other duties as assigned

**Cultural Sensitivity:** This position requires awareness and deep appreciation of tribal traditions, customs, and socioeconomic needs. It requires the ability at all times to meet and deal effectively in contacts with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Required Education and/or Experience:**

- Highschool Diploma/ GED
- Ability to maintain strict compliance with Privacy Act requirements and Confidentiality Policy
- Ability to maintain confidential client records and obtain properly signed releases as necessary
- Cultural humility and respect for Tribal traditions and community relationships.
- Reliable, punctual, and responsible work habits.
- Strong interpersonal skills and ability to provide compassionate, patient-centered care.
- Attention to detail in clinical protocols and patient documentation.
- Ability to work in a team-based environment medical staff.

**Preferred Education and/or Experience**

- Associate degree in Medical Office Administration, Health Information Management, Business Administration, or a related field.
- Previous experience in a medical, therapy, or behavioral health office setting.
- Experience with electronic health records (EHR) systems, patient scheduling software, and insurance verification processes.
- Knowledge of medical terminology, prior authorizations, and referral coordination.
- Experience handling medical records, billing processes, and insurance documentation.
- Familiarity with working in Tribal, community health, or culturally diverse healthcare environments.
- Experience using Microsoft Office applications (Word, Excel, PowerPoint) for data tracking, reporting, and communication

**Background Check:**

- This position is contingent on the required ability to pass a Bad River caregiver background check when working with children and/or the elderly.
- This position is contingent on the ability to pass the required pre-employment drug test.

**Language Skills:**

- Strong oral and written communication skills
- Maintain strict compliance with Privacy Act requirements and Confidentiality Policy.

**Reasoning Ability:**

Good interpersonal skills and ability to work with individuals and families with objectivity and courtesy. Ability to deal with difficult clients and maintain a professional attitude. Must be able to multi-task and have excellent customer service skills.

**Physical Demands:** The physical demands described here are representative of those that must meet by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Must be physically able to perform all job duties. Ability to stand, sit, bend, and walk for prolonged periods. Manual dexterity to safely operate dental equipment and instruments. Ability to lift up to 30 lbs as needed (supplies, equipment).

**Work Environment:** The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This position is subject to inside and outside work. The noise level may be moderate to loud. Clinical dental setting with exposure to disinfectants, radiographic equipment, dental instruments, and biological hazards. PPE required in accordance with OSHA, CDC, and IHS guidance.

**Additional Requirements** Successful completion of a background check. Compliance with tribal polices, codes of conduct and employee health standards including immunization requirements.

**Drug-Free Workplace in accordance with the Drug-Free Workplace Act of 1988, P.L. 100-690, and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.**

**Send Application and Resume To:**

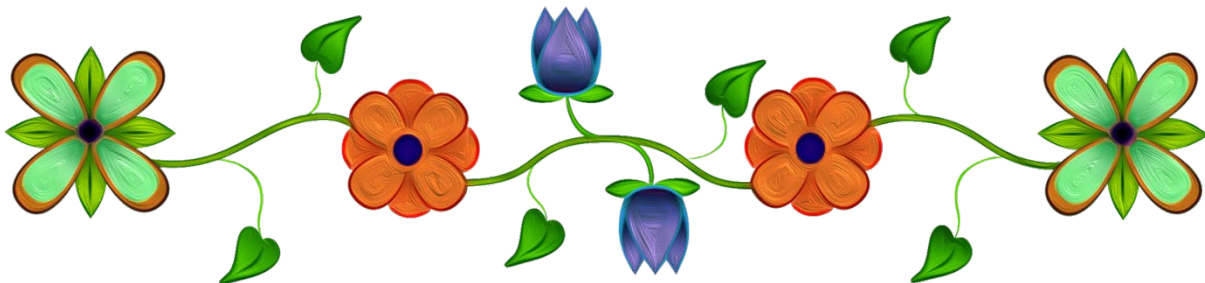
**Bad River Tribe**

**Attn: Human Resources**

**P.O. Box 39**

**Odanah, WI 54861**

<http://www.badriver-nsn.gov/>



**Application material may also be emailed to:**

[HRmanager@badriver-nsn.gov](mailto:HRmanager@badriver-nsn.gov)

[HRassistant@Badriver-nsn.gov](mailto:HRassistant@Badriver-nsn.gov)

[darcie.powless@badriverhwc.com](mailto:darcie.powless@badriverhwc.com)

[a.connors@badriverhwc.com](mailto:a.connors@badriverhwc.com)