

BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

CHIEF BLACKBIRD CENTER
54861

P.O. BOX 39

ODANAH, WI

POSITION DESCRIPTION

Job Title: Float Receptionist
Department: BRHWC – Wellness Center
Hourly Rate: \$16.50
Full Time: 40hrs/week
Exempt: No/Hourly
Supervisor: Executive Administrative Assistant
Posting Date: Public
Opens: April 16th, 2026
Closes: April 30th, 2026 at 4:30PM



Summary: The Float Receptionist will perform primarily receptionist/scheduling duties in various clinic departments as needed, providing support to meet daily staffing needs in all clinic reception areas. Other duties as assigned depending on the overall needs of all Bad River Health and Wellness departments. Assignments will be made on a day-to-day basis by the administrative assistants.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Will perform Scheduling/Patient Registration functions in all departments within the Bad River Health and Wellness Center.
- Must have working knowledge of basic computer programs, scheduling programs, Electronic Health Record and all other computerized health care software necessary for department functions.
- Will do patient registration including registration of all new patients, update patient insurance and demographic information, check insurance eligibility, answer phones and redirect calls to appropriate place
- Ensure all registration data forms are filed in the patient's health record and submitted to the Billing Specialist.
- Will pull records of scheduled patients and ensure the readiness of records for physician or provider.
- Will do security checks at the close of clinic hours daily, including checking windows, doors, file cabinets, medical records, etc.
- Will perform a Secretarial function to include filing of consults, in-house reports, and other data, typing correspondence and reports for clinic personnel, greet patients and filling out necessary forms, answering all telephone calls and making appointments for all services provided.
- Make appointments with other providers within the clinic when referred by FNP or physicians.

- Maintain and ensure patient and medical record confidentiality.
- Assist Health Information personnel with filing and other tasks associated with maintenance of health information.
- Assist PRC staff regarding purchase orders for patient referrals.
- Maintain strict confidentiality, following HIPAA guidelines, when working in each department.
- Greet all customers with respect and friendliness.
- Able to handle conflict with coworkers and customers/patients.
- Demonstrate a clear understanding of the programs offered in the Wellness Center and any requirements for patrons.
- Focus and commitment to customer service

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

Educational and/or Experience:

Required:

High School Diploma or its equivalent.

Must possess knowledge of computers, word processing and data entry software.

Preferred:

One (1) year secretarial experience preferred.

Secretarial degree or diploma preferred.

Other Skills and Abilities:

Required:

This is a required driver position.

Must possess a valid Wisconsin driver's license and meet eligibility for tribal insurance.

Must maintain strict compliance with Privacy Act.

Must maintain excellent attendance record.

Excellent computer skills

Background Check:

This position is contingent on the ability to pass background check required. This position required for eligibility a Caregiver Background Check regarding working with children and/or elderly, and required driver check, to meet eligibility for Tribal Insurance.

Language Skills:

Good typing skills.

Good grammar and spelling

Reasoning Ability:

Must possess excellent communication skills.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary work with some standing and walking required. Occasional lifting up to 25lbs.

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 contact with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

Working Environment: The working environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Drug-Free Workplace Act 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: Personnel

P.O. Box 39

Odanah, WI 54861

Application material may also be emailed to:

HRmanager@badriver-nsn.gov

HRassistant@Badriver-nsn.gov

Darcie.powless@badriverhwc.com