

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-22-48

Closing Date: Open until filled

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**POSITION TITLE: Receptionist/Front Desk Clerk (Temporary) DEPARTMENT: Human Resources**

### **Position Summary:**

Under general supervision of the Human Resources Director, on a temporary assignment, will be responsible for answering incoming calls, directing calls to appropriate associates, mail distribution, flow of correspondence, requisition of supplies as well as additional clerical duties. Assist to maintain workplace security by issuing, checking and collecting badges as necessary and maintaining visitor logs. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Monitors all incoming and outgoing local and long distance calls; transfers to appropriate parties through regular extension or through paging system or by accurate written telephone messages.
- Welcomes visitors, determines nature of business, and announces visitors to appropriate personnel, maintaining professional and courteous demeanor.
- Answers basic HR questions for employees and supervisors.
- Provides clerical support to the HR team and their needs.
- Safeguards privilege confidential information and appropriately use all personnel information pertaining to position management, payroll/salary management, and other related data.
- Retrieves, logs-in, sorts, distributes and tracks in-coming correspondence, facsimile, for appropriate staff, including mail from local vendors.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCC's Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

### **Minimum Qualifications:**

High school diploma. Six months to one year of administrative support experience. General knowledge of PC software and other related office equipment. Strong technical receptionist skills, outstanding soft skills, and a brilliant communicator is required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

### **Knowledge, Skills, Ability**

- Ability to interact effectively and harmoniously with each individual.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of duties and responsibilities of the position.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.

- Ability to accept and learn from feedback.
- Ability to effectively communicate both in written and verbal.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment:**

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**