



JOB DESCRIPTION

*****SENSITIVE*****

Job Title: Information Desk Greeter
Dept./Division: Health Department
Unit: Health Administration
Job Family/Class: Community Support Services Series
Supervised By: Office Manager
Employee Type: Hourly
Pay Grade: 8

NATURE OF WORK:

Incumbent will perform basic clerical functions, basic computer processes and first-line customer service. Responsibilities include answering telephone calls, greet, provide basic information and direct patients, families and visitors to their destination.

ESSENTIAL FUNCTIONS:

- Perform general reception duties, which may include: answering phones on a multi-line system, directing inquiries to appropriate staff, greeting visitors and providing department information.
- Respond to requests for information from the general public, answers routine questions and direct visitors to appropriate locations.
- Assist clients and patients with activities such as contacting transportation services and assisting patients who are in walkers or wheelchairs.
- Perform other duties of a similar nature or level as requested by supervisor or director.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Familiarity with surrounding departments, medical programs, medical offices within the Health Department and community resources;
- Yoeme Program and other types of medical coverage;
- Customer service principles;
- Proficient in Outlook, Word;
- Must be have clerical and office support practices;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

Skills in & Ability to:

- Knowledge of HIPAA Guidelines and patient confidentiality;
- Excellent phone manners, listening and interpersonal skills;
- Knowledge of PYT Health Administration internal office protocols;
- Operate a variety of office equipment, including a computer and related software applications;
- Good communication and interpersonal skills as applied to interaction with co-workers, supervisor, management, Council members and the general public. Ability to sufficiently exchange or convey information and receive verbal and written work instructions.

TRAINING AND EXPERIENCE:

High School or GED;

AND

- Bilingual English/Spanish required.

LICENSING REQUIREMENTS:

- CPR and First Aid Certifications.

BACKGROUND CHECK:

- Must have a current Level 1 Arizona Clearance Card or be able to obtain the Level 1 Arizona Clearance Card within ninety (90) days of hire. Failure to maintain a current Level 1 Clearance Card will result in removal from this position.
- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test; fingerprinting requirement determined by funding and sensitivity of position.

Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).

TRIBAL VEHICLE USE POLICY NOTICE:

This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions, standing, walking, pushing and lifting.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities or restrict management's right to assign or reassign, direct the work of employees under their supervision. Essential functions may vary based on the specific tasks assigned to the position.

Review and Approved by:

Department Head and/or Designee

Date

H.R. Manager/Classification & Compensation

Date

Human Resources Director

Date