



## Elbowoods Memorial Health Center

1058 College Drive  
New Town, ND 58763-4400  
(701) 627-4750  
Fax: (701) 627-2809

EXEMPT \_\_\_\_\_  
NON-EXEMPT  X

### POSITION DESCRIPTION

**POSITION:** Patient Services Assistant  
**DEPARTMENT:** Patient Services  
**REPORTS TO:** Patient Services Manager  
**SALARY:** \$23.00 - \$33.00 per hour  
**CLASSIFICATION:** Non-Management, Regular, Full-time  
**TELEWORK ELIGIBLE:** No  
**DUTIE STATION:** Elbowoods Memorial Health Center  
New Town, North Dakota

### POSITION SUMMARY:

The Patient Service Assistant has responsibility for the supervision and daily operation of Patient Services Department. This carries through to completion, specific work projects assigned by the Patient Service Manager to the operation of Patient Services.

### ESSENTIAL DUTIES:

- Ensures smooth daily operations and steady progress towards established goals;
- Interpret updated policies and procedures to staff;
- Establishes appropriate scheduling for staff to ensure coverage for timely patient visits;
- Establishes and maintains open and effective communication with members of the staff;
- Post work schedule for clinics;
- Reviews and authorizes time cards;
- Preparation of timesheets in accordance to the deadline set be MHA Payroll;
- Prepare travel request, purchase orders and obtain signature approval for EMHC staff;
- Creates spreadsheets for dissemination to Patient Service on special projects
- Problem solves effectively;
- Maintains a safe patient and work environment;
- Responds to and handles patient complaints;
- Assists in selecting, promoting and terminating staff within the guidelines of the MHA policies;
- Plan and operate within the approved budget;
- Adjust staffing level according to policy and standards;
- Ongoing communication with Patient Services Manager;

- Provides opportunities for growth and development in staff;
- Schedules meetings, interviews, and assists in special events;
- Maintains required reporting as assigned;
- Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPPA regulations;
- Maintains employee personnel functions, payroll, time submission, HIPPA and AAHC requirements;
- Assist with planning development and outreach for healthcare promotional activities in correlation with Patient Services Department;
- Types memos and letters as required;
- Represents EMHC in a highly professional matter;
- Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
- Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
- Stays well- informed regarding EMHC regarding EMHC health care system developments.
- Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
- Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
- Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center; and
- Attend training as required.

*NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.*

### **SUPERVISORY REQUIREMENTS:**

- The requirement for managing of others does not exist.

### **QUALIFICATIONS, EXPERIENCE, EDUCATION**

- Must have an Associate's Degree; Some College credits in related field preferred;  
**REQUIRED**
- Must have a minimum of (1) year of experience in Administrative Assistant position or related position preferred; Healthcare experience preferred; **REQUIRED**
- Must possess good communication skills, written and verbal and the ability to work well with a variety of people;
- Must have experience computerized billing/registration systems;
- Ability to prioritize and problem solve;
- Ability to maintain sensitivity and objectivity to chronic medical and social problems;
- Ability to relate well to patients, families, coworkers and physicians;
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;

- Computer literate and basic proficiency with Microsoft Office and other database software. i.e., RPMS/EHR;
- Knowledge of principles and practices of the organization;
- Operate standard office equipment;
- Familiarity with MHA Nation culture, values, and traditions;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Must have a valid driver's license and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle;
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

### **WORKING CONDITIONS:**

- Work is performed in an office/clinic environment with varying conditions of noise level, temperature, and illumination.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish organizational goals.
- Telework is a privilege not a right. Management can revoke the telework option at any time which will require the work to be performed onsite.
- Telework travel reimbursement is reviewed on a case-by-case basis only.

### **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.
- While performing the duties of this job:
  - the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear.
  - The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
  - The employee must regularly lift and/or move up to 50 pounds.
  - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
  - Must be alert, oriented, ability to perform with accuracy and be self-conscious of surroundings at all times.

### **ACKNOWLEDGEMENT**

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add,

modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

**THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.**

**PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.**

All interested persons must submit the following information:

Job Application (found on MHA Website)

Questionnaire for Child Care Designated Positions (found on MHA Website)

Copies of:

- ✓ Diplomas/Certificates and Transcripts
- ✓ 2 Forms of ID: (1 Driver License and/or State Issued ID) and 1 Other
- ✓ Indian or Veteran Preference documents (If applicable);
- ✓ Must submit a Child Care Questionnaire as per Indian Child Protection and Family Violence Act P.L. 101-630

**Submit all necessary information to the following addresses:**

Three Affiliated Tribes/MHA Nation  
Human Resource Department  
404 Frontage Road  
New Town, ND 58763  
Ph# 701-627-4781  
Fax# 701-627-2960