

### RECEPTIONIST/GREETER

#### Position Description

<b>Department:</b>	Business Office
<b>Job Code:</b>	
<b>Pay Range:</b>	
<b>Hours/Week:</b>	40 hours
<b>Position Type:</b>	Full-Time

<b>Reports To (Title):</b>	Administrative Officer
<b>Classification:</b>	Non-Exempt
<b>Effective Date:</b>	May 2, 2022
<b>Revised Date:</b>	April 28, 2026

#### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver’s license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

#### POSITION PURPOSE

Receptionists are the first employee of the organization to have contact with a client. They are responsible for making a good first impression for the CBNHC. Receptionists do administrative tasks, such as answering phones, greeting visitors, and providing general information about CBNHC.

#### ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

- Answer the telephone and take messages or forward calls
- Listen to voicemail and making notes to document the details
- Maintain a call log and visitor log
- Monitor, organize and forward emails
- Answer customer questions and address their concerns
- Schedule and confirm appointments and maintain calendars
- Greet customers, clients, and other visitors as they enter the building
- Direct or escort visitors to their destinations
- Inform other employees of visitors’ arrivals or cancellations
- Enter customer information into the organization's database
- Copy, file, and maintain paper or electronic documents
- Handle incoming and outgoing correspondence
- Maintain a clean and neat work area at all times
- Ensure the front desk is equipped with all necessary supplies
- Sort mail, and keep mailroom organized
- Accept all letters and packages, and distribute them to their appropriate departments.
- Performs other duties as assigned.

#### MINIMUM MANDATORY QUALIFICATIONS

Experience

- Six (6) months to one (1) year experience as a receptionist or related job duties.

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#### Education

- High School Diploma

#### Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Must be able to carry out the essential duties, functions and responsibilities.
- Must present a positive appearance, maintain a professional demeanor and provide exceptional customer service.
- Strong working knowledge of computers and software applications.
- A team player with excellent communication and interpersonal skills.
- Ability to communicate clearly and effectively with patients and other external parties in a courteous and friendly manner at all times.
- Must be comfortable interacting with people in different types of situations.
- Must be trustworthy and protect clients' privacy.
- Must have good organizational skills to manage diverse responsibilities.
- Must be able to maintain confidentiality at all times.
- Ability to perform other duties as assigned.

#### PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo language.
- One (1) or more years of experience in a healthcare setting.

#### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

#### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Taking and hearing are essential to communicate with patients, vendors and staff.

#### Mental Demands

There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

#### OTHER

- All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.



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### APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest to one of the following methods:
  1. E-mail to [Humanresources@cbnhc.org](mailto:Humanresources@cbnhc.org)
  2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
  3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.