



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 059-21

OPENING DATE: 04/23/2021

CLOSING DATE: 05/07/2021

POSITION: Appointment Clerk-Dental
PAY GRADE: NE4 (\$14.52/hr. - \$19.60/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full-Time
FUNDING SOURCE: Grant Funded
DEPARTMENT: Health Services
REPORTS TO: Dental Program Manager/Dentist
BACKGROUND LEVEL: Child/Elder

POSTED: IN/OUT

JOB PURPOSE: Provides general clerical support for the patient care team including; answering phones, making patient appointments; and taking detailed messages for the dentists, hygienist, and staff.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Greets patients in a cordial and respectful manner; answers telephone calls and takes messages in a courteous and respectful manner.
- Makes and reschedules appointments for patients both in person and on the phone; ensures address and phone numbers are accurate.
- Determines appropriate appointment type for a variety of dental concerns/conditions.
- Reschedules patient's appointments and notifies patients by telephone or letter; while adhering to recommended time frames with regards to notification.
- Takes accurate telephone messages for dentist and hygienist.
- Order charts as needed for patient care.
- Ensures that patients are scheduled for follow up appointments as ordered.
- Places reminder calls to patients at least 24 hours in advance of appointments.
- Documents no show, cancellation, and reschedule appointments.
- Maintains office spreadsheets including; patient visit, first available appointments, etc.
- Keeps daily count of patients seen, as appointment and walk-in for each provider.

- Enters provider's schedules into appointment system.
- Reviews next day schedule.
- Completes and mails letters, including but not limited to no-show letters and appointment reminders.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains and reviews waitlist and schedules patients as appropriate, both in new and cancelled appointment slots; ensure patients are scheduled in a timely manner.
- Enters patient referrals for oral surgery, endodontist, periodontist, and other dental services.
- Maintains and orders office supplies.
- Ensures appropriate forms available for use by dental team, making copies as needed.
- Schedules interpreters as needed for patient appointments.
- Uses basic dental terminology on a daily basis.
- Ensures compliance with HIPAA regulations.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High School Diploma/GED.
- Must be able to pass a TB screening.
- Must provide written copy of immunization record prior to employment.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of dental appointment care sequencing.
- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of office functions, procedures, and policies.
- Knowledge of records management and basic accounting procedures.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Skill in treating patients with tact, courtesy, and respect.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent the organization in a professional manner, building respect and confidence.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to work independently with minimal supervision.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is generally performed in an interior/clinical setting with a moderate noise level.
- Employee may be exposed to unpleasant odors, bodily fluids, blood borne pathogens, hazardous material and infectious disease.
- Situations may occur where surgical masks, safety goggles, gloves and protective face shields are needed.
- Frequent interaction with the public.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.