

BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

CHIEF BLACKBIRD CENTER

P.O. BOX 39

ODANAH, WI 54861

Job Title: Wellness Center Receptionist/Support Staff

Department: Wellness Center

Hourly Rate: \$17/hour

Full-time: 40 hours/week

Exempt: No/Hourly

Supervisor: Wellness Director/ Assistant Wellness Director

Posting Date: Public

Opens: January 17, 2025

Closes: February 03, 2025, at 4:30 PM



Summary: The focus of the Wellness Center Receptionist is to welcome patrons to the Wellness Center and assist with any questions or concerns that patrons may have. The Receptionist will be responsible for ensuring all necessary registration paperwork is obtained from new guests, as well as provide information and instruction on the services that are offered at the Bad River Health and Wellness Center. The receptionist will have frequent contact with the public and must be able to prioritize tasks while being able to always keep a calm manner.

Essential Duties and Responsibilities include the following.

- Ability to greet guests in a respectful and welcoming manner.
- Maintain a clean working environment and ability to effectively communicate with co-workers.
- Demonstrate a clear understanding of the programs offered and any requirements for patrons.
- Clearly communicates to the public current and upcoming activities planned and gathers data regarding community interest and usage.
- Focus and commitment to customer service.
- Responsible for referring interested patrons to clinical services offered at the BRHWC.
- Perform patron registration functions; registration of all new patrons, ensure all registration data forms are filed in appropriate location, create and print patron ID cards.
- Will perform security checks at the close of office hours daily including locking computers, desks and filing cabinets.
- Must have working knowledge of basic computer programs, scheduling programs, registration and all other computerized health care software necessary for department functions.
- Other duties as assigned.

Qualification Requirements:

Education and/or Experience:

Required:

High School Diploma or its equivalent

2 years' experience clerical position in a healthcare/fitness facility preferred

Experience with scheduling program and/or client management programs preferred

CPR/AED Certification (Training provided)

Other Skills and Abilities:

Required:

This is a required driver position, must have a valid driver's license and meet eligibility for tribal insurance

Background Check:

This position is contingent on the ability to pass background check required. This position for eligibility a Caregiver Background Check regarding working with children and/or elderly and required driver check, to meet eligibility for Tribal Insurance.

Language Skills:

Must possess strong written and oral communication skills. Must have good working knowledge of computer systems and scheduling software

Reasoning Ability:

Good interpersonal skills and ability to work with individuals and families with objectivity and courtesy. Ability to deal with difficult clients and maintain a professional attitude. Must be able to multi-task and have excellent customer service skills.

Physical Demands:

Ability to sit for long periods of time. Position requires some walking, standing, bending, stooping and occasional lifting up to 20lbs.

Cultural Sensitivity:

This position requires awareness and deep appreciation of tribal traditions, customs, and socioeconomic needs. It requires the ability at all times to meet and deal effectively in contact with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

Work Environment: The working environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the working environment is usually moderate. As a representative of the Bad River Wellness Center, the Receptionist will wear the provided uniform.

Employees of the Bad River Health and Wellness Center must abide by the Bad River Health and Wellness Center Employee Health Policy. Employees must show proof of Tdap immunization or Pertussis booster, MMR and will receive TB test if employee has not had test within 1 year upon hire.

Drug-Free Workplace in accordance with the Drug Free Workplace Act of 1988, P.L. 100-690 and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.

In-House:

Send Application and Resume To:

Bad River Tribe

Attn: Personnel

P.O. Box 39

Odanah, WI 54861

