BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

Bad River Health & Wellness Center

Open Monday-Friday 8am-4:30pm

(715) 682-7133 53585 Nokomis Road Ashland, WI 54806

Job Title: **Radiology Receptionist**
Department: **Radiology, Optometry and Laboratory**
Hourly Rate: **$18.00/hr DOQ**
Exempt: **No/Hourly**
Supervisor: **Clinic Manager**
Posting Date: Public
Opens: **10/14/26**
Closes: **10/28/26 @ 4:30pm**

Job Summary: The Radiology Receptionist will perform receptionist duties as the Radiology, Optometry and Lab's main receptionist for patient contact and assist the patient with the intake process.

Essential Duties and Responsibilities:

- Greet patients, families, and visitors in a welcoming, respectful, and confidential manner.
- Check patients in and out for appointments.
  Verify patient demographics, insurance, tribal eligibility, and contact information.
- Obtain required consent forms and ensure all paperwork is completed.
- Schedule, reschedule, and cancel appointments for radiology, optometry and Lab.
- Coordinate appointments for radiology, optometry and lab providers as needed.
- Manage provider calendars and appointment reminders.
- Maintain waitlists and assist with urgent scheduling needs.

- Answer and direct incoming phone calls professionally.
- Relay messages to providers and staff.
- Respond to patient inquiries while maintaining confidentiality.
- Coordinate communication with other clinic departments when appropriate.
- Protect patient privacy.
- Follow tribal regulations, and clinic policies.
- Ensure confidential conversations and documents are handled appropriately.
- Maintain office supplies and reception area.
- Process referrals and authorizations as needed.
- Assist with data entry and quality improvement projects
- Participate in team meetings and support coordinated patient care.
- Demonstrate cultural humility and respect for tribal traditions, values, and community members
- Must have a working knowledge of the electronic health record, scheduling program, registration, and all other computerized health care software necessary for department functions
- Assist Health Information personnel with filing and other tasks associated with the maintenance of health information.
- Regulate and maintain compliance with HIPAA, Privacy Act, and other required protections of Patient Health Information or as directed by the clinic's Privacy and HIPAA Security Officer and/or Medical Director.
- Scan, file, and maintain patient records according to HIPAA and tribal privacy policies. Prepare charts and documentation for upcoming appointments.
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- Will do security checks at the close of clinic hours daily including checking doors, file cabinets, medical records, etc.

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 contacts with Native American people and organizations. This requires tact, courtesy, confidentiality, discretion, and sound judgment in handling sensitive issues.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required.

Required Education and/or Experience

- High School Diploma or its equivalent.

- Must possess knowledge of computers, word processing, and data entry software.
- Must have experience working with tribal communities.

Preferred Education and/or Experience

- 1 year of reception experience.
- Associates Degree in Human Services or equivalent.

Other Skills and Abilities:
Required:

- Must maintain strict compliance with the Privacy Act and HIPAA
- Must maintain excellent attendance record.
- Excellent customer service skills and professional "people-friendly" phone skills/attitude.
- Excellent attention to detail and organizational skills.
- Excellent computer skills

Background Check:
This position is contingent on the required ability to pass a BRHWC background check. This position requires a valid driver license, to meet eligibility for tribal insurance.

Language Skills:

- Maintain strict compliance with Privacy Act requirements and Confidentiality Policy.
- Good typing a phone skills.

Physical Demands: The physical demands described here are representative of those that must meet by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Must be physically able to perform all job duties.

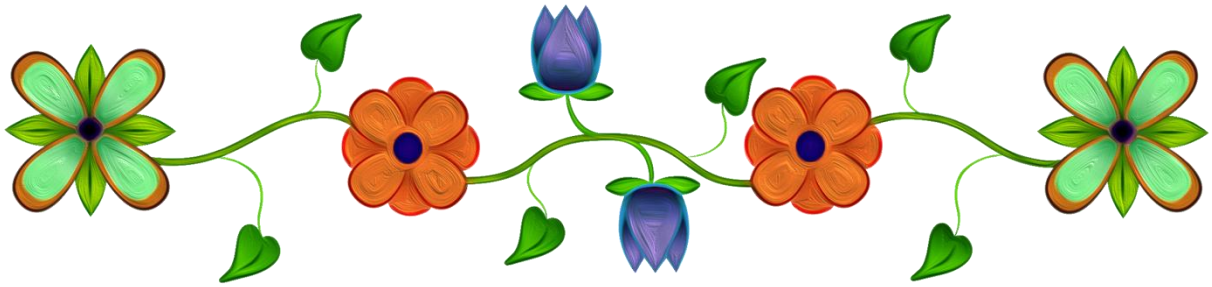
Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the working environment is usually moderate.

Additional Requirements: Successful completion of a background check. Compliance with tribal polices, codes of conduct and employee health standards including immunization requirements.

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.

Send Application and Resume To:

Bad River Tribe
Attn: Human Resources
P.O. Box 39
Odanah, WI 54861
http://www.badriver-nsn.gov/



Application material may also be emailed to:
darcie.powless@badriverhwc.com
a.connors@badriverhwc.com