



SUSANVILLE INDIAN RANCHERIA
745 Joaquin Street
Susanville, CA 96130
(530) 257-4921

VACANCY ANNOUNCEMENT

OPENING DATE OF ANNOUNCEMENT:	May 12, 2021
CLOSING DATE OF ANNOUNCEMENT:	Until Filled First Cut-Off Date May 21, 2021 Second Cut-Off Date June 4, 2021 Third Cut-Off date June 18, 2021
POSITION TITLE:	Call Center Representative
SUPERVISES:	No
STARTING SALARY:	\$14.00 to \$16.04 depending on experience
GRADE:	4
FLSA STATUS:	Non-Exempt
NUMBER OF POSITIONS:	1
STATUS:	Permanent
HOURS:	Full Time
BENEFITS:	Highly competitive package *See below
SUBJECT TO P.L. 101-630:	No

GENERAL STATEMENT OF RESPONSIBILITIES:

The primary function of the Call Center Representative (CCR) is to answer all incoming calls with the emphasis on addressing the caller's needs. This could include scheduling appointments, answering questions about services, routing calls to other departments, sending messages to clinical teams and forwarding calls for further triage. The CCR is expected to consult frequently with the supervisor and other staff. The CCR serves as liaison between clinic staff and patients via the phone.

SPECIFIC AREAS OF RESPONSIBILITIES:

Patient Scheduling

- Accurately schedule patients ensuring that schedule reflects appropriate provider and effective use of provider hours.
- Monitor no-shows and cancellations for available slots where same day appointments can be scheduled.
- Remove the day's cancellations from the computer if a patient calls to cancel.

- Confirm next day appointments addressing appointment time.

Phones

- Answer telephones, handling calls as needed and taking messages when appropriate.
- Greet patients in a prompt, courteous, and helpful manner.
- Maintain appropriate boundaries concerning medical advice and patient triage.

Other Duties

- Communicate frequently with other staff regarding patient requests, scheduling issues or other aspects of duties.
- Effectively maintain and protect the confidentiality of all medical records and patient information.
- Perform other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES:

- A. Ability to solve problems with a focus on detail.
- B. Ability to prioritize work and complete it on a timely basis with minimal supervision.
- C. Communication skills and ability to work effectively with others in stressful situations.

MINIMUM QUALIFICATIONS:

1. Must have a high school diploma or equivalent from an accredited high school.
2. Must have a valid California driver's license or license from current residence state.
3. Must pass P.L. 101-630 background check **OR** pre-employment background check.
4. Must pass a pre-employment drug test.
5. Must have a valid CPR card or be able to obtain one within ninety (90) days of hire.

ADDITIONAL QUALIFICATIONS FOR THIS POSITION

6. One-year experience answering high volume phone calls, in a call center setting, and using computer-based applications in a professional manner.

7. Basic knowledge of medical terminology. Ability to read, write, understand, and spell medical terminology correctly.

WORKPLACE ENVIRONMENT:

1. PHYSICAL SAFETY: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying of light items, driving an automobile, etc. No special physical demands are required to perform the work.

2. WORKING ENVIRONMENT: Regular exposure to favorable conditions such as those found in a normal office.

PERFORMANCE EXPECTATIONS:

- Uphold all principles of confidentiality.
- Adhere to all professional and ethical behavior standards.
- Interact in an honest, trustworthy and respectful manner with employees, visitors and vendors.
- Participate in departmental staff meetings, quality management activities, cultural and educational programs.
- Comply with policies and procedures.
- Display respect and understanding of Susanville Indian Rancheria's traditions and values.
- The way the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability.
- Any attitude or behavior that will tarnish the name or reputation of the Susanville Indian Rancheria will not be tolerated and is subject to disciplinary action.

PREFERENCE POLICY:

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| 1 st Preference: | Enrolled member of a Federally Recognized Tribe. |
| 2 nd Preference: | Documented proof of Veteran Status, i.e. DD-214, Veterans Benefit Card. |
| 3 rd Preference: | All other applicants. |

SIR BENEFITS PACKAGE:

The Susanville Indian Rancheria offers its full-time employees a highly competitive benefits package, including: annual cost-of-living increases (based on SSA COLA); eligibility for annual merit increases; twelve paid holidays; thirteen days paid sick leave; up to twenty-six days paid annual leave (depending on length of service); maternity leave; paternity leave; affordable group health, dental, vision, and life insurance; and 401(k) retirement plan.

HOW TO APPLY AND APPLICATION REQUIREMENTS:

All applicants are required to submit a Susanville Indian Rancheria/ Lassen Indian Health Center application. Applications can be found on our website at: www.sir-nsn.gov/human-resources/

(SIR – LIHC – Gaming Commission Application for Employment P.L. 101-630 Requirements) or picked up at 745 Joaquin Street, Susanville, CA.

Only **complete** applications will be considered. For your application to be considered complete you must attach the following:

1. Completed Susanville Indian Rancheria/Lassen Indian Health Center Application.
2. Copy of your High School Diploma **AND** College Degree or transcripts documenting your graduation or completion of your Degree.
3. Copy of your valid Driver's License.
4. Copy of any other certifications required.
5. Copy of Tribal Card, if claiming Indian Preference.
6. Copy of DD214 or other proof of Veteran status, if claiming Veteran's Preference.
7. **An additional statement on how you meet each Minimum and Additional Qualification and Knowledge, Skills and Abilities.**

Complete applications can be dropped off in person to the Human Resources Office at 745 Joaquin Street, Susanville, California, Monday through Friday from 8:00 am to 5:00 pm. They may also be emailed to ramador@sir-nsn.gov or faxed to (530) 257-1895 or mailed to the above address. All applications must be **received** by 5:00 pm Pacific Standard Time on the closing date of the announcement.