



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

VACANCY ANNOUNCEMENT

OPENING DATE OF ANNOUNCEMENT:	June 3, 2025
CLOSING DATE OF ANNOUNCEMENT:	June 17, 2025
POSITION TITLE:	Medical/Dental Front Office Supervisor
SUPERVISES:	Yes
STARTING SALARY:	\$32.00 - \$37.00 Depending on Experience
GRADE:	12
FLSA STATUS:	Exempt
NUMBER OF POSITIONS:	1
STATUS:	Permanent
HOURS:	Full Time
BENEFITS:	Highly competitive package <i>*See below</i>
SUBJECT TO P.L. 101-630:	Yes, This position works with and around our children and youth and is therefore subject to P.L. 101-630.

GENERAL STATEMENT OF RESPONSIBILITIES:

The Front Office Supervisor (FOS) is responsible for oversight of all front office and medical records duties. The position supervises the Medical Records Clerk, Call Center Representatives and Receptionists. The Front Office Supervisor ensures that her staff work as a team to assure optimal patient flow. The FOS represents the company professionally and positively to enhance and promote the core values and mission of the organization, always exercising utmost discretion, diplomacy, and tact in patient/staff interactions. The FOS aids all providers and reports directly to the Assistant Chief Operations Officer.

SPECIFIC AREAS OF RESPONSIBILITIES:

- Provides supervision to Front Office Staff.
- Provides and promote excellent customer service to visitors, patients, and staff in person and on the phone.
- Serves as the LIHC recognized agency expert regarding the Health Information Records Program, including electronic health records.
- Responsible for clinic flow, front office to back office.
- Supports the organization as needed.

- Provides coverage to front office as needed.
- Reconciles employee's time sheets and maintains leave records.
- Prepares daily bank deposits.
- Runs productivity reports.
- Makes sure the front office team accurately maintains patient schedules and insurance information.

KNOWLEDGE SKILLS AND ABILITIES:

- A. Expert knowledge in health information practices, concepts, and legal requirements.
- B. Able to multitask in a fast-paced demanding area while remaining calm and collected.
- C. Knowledge of medical and dental eligibility requirements for services.
- D. Understanding of the Health Insurance Portability and Accountability Act (HIPAA) and an ability to maintain strictest confidentiality of patients' information.
- E. Knowledge of general office procedures including, answering phones, directing calls, photocopying, faxing, typing, etc.
- F. Possess a positive attitude.
- G. Skills in supervising personnel.
- H. Skills in utilizing an Electronic Health Records (EHR). As a super user, supports training and operability needs of staff.
- I. Advanced computer skills including knowledge of software applications such as MS Word (EXCEL, PowerPoint, and Outlook).
- J. Ability to work under minimal supervision while meeting all requirements of the position.
- K. Ability to make decisions independently.
- L. Ability to work with people and to make them comfortable regarding the release of personal, financial, and medical information.
- M. Ability to work simultaneously with multiple levels of supervision and differing program requirements.
- N. Ability to communicate and engage others in to carry out assignments, meet goals and ensure the success of LIHC.
- O. Ability to confirm private insurance benefits and determine associated co-pay requirements.

- P. Ability to receive and account for cash and check payments.

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.
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. Associate Degree in a related subject is preferred.
7. Must have a minimum of three (3) years of supervisory experience in customer service, patient registration, health information, and other medical office experience is required.
8. Must have experience in handling or collecting cash payments.
9. Understands Medicaid, Medicare, and Private medical/dental insurance.
10. Experience in clinic operations and patient flow.

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; eligibility for annual merit increases; sixteen 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. Resumes in addition to the Application is encouraged but not mandatory.

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/Or** 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. **In additional we encourage you to provide a statement on how you meet each Minimum and Additional Qualifications 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) 251-1895 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.