



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position Description

Position: Receptionist

Location: Lac Courte Oreilles Community Health Center

Hours: Monday – Friday 8:00am-4:30pm

Salary Range: \$16.00 per hour

Posting Date: October 17, 2024

Closing Date: 10/30/2024

Description of Position:

The Receptionist serves as the first point of contact for visitors and clients, providing excellent customer service. This role involves managing the handling of incoming communications, and performing a variety of clerical tasks to ensure the smooth functioning of the office.

Qualifications:

1. High School Diploma or equivalency required.
2. Previous experience as a receptionist or in a customer service role is preferred.
3. Proficiency in using office software (e.g., MS Office, email systems) and office equipment.
4. Strong organizational and multitasking skills.
5. Excellent verbal and written communication skills.
6. Friendly, professional demeanor and strong interpersonal skills.
7. Punctuality and excellent attendance is a must.
8. Ability to handle sensitive information with confidentiality.
9. Valid WI Driver's License.
10. Valid Vehicle Insurance.
11. Must be able to pass a background check.

12. Must be able to pass pre-employment and random drug testing.
13. Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations.

Major Duties and Responsibilities:

1. Greet and welcome visitors in a professional and courteous manner.
2. Operate the switchboard system to handle incoming and outgoing calls efficiently.
3. Greet callers warmly and determine their needs to direct them to the appropriate department or individual.
4. Take and relay accurate messages when necessary.
5. Direct visitors to the appropriate person or department.
6. Respond to emails and other correspondence promptly.
7. Handle inquiries and provide general information about the organization.
8. Maintain and organize office files and records as assigned.
9. Order and manage office supplies and equipment as needed.
10. Maintain the cleanliness and organization of the reception area and common spaces.
11. Coordinate with other staff members to support office operations and events.
12. Assist in managing office equipment and ensure its proper functioning.
13. Provide exceptional service to clients, visitors, and employees.
14. Address and resolve any issues or complaints in a professional manner to the appropriate Director.
15. Maintaining confidentiality of sensitive information and discretion in handling tasks. Follow HIPAA.
16. All other duties assigned.

Supervision and Guidance:

The Receptionist will work under the direct supervision of the PRC Coordinator with oversight by the Health Director.

***Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of any Stated Qualifications

Three (3) Current Letters of Recommendation

Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, Wisconsin 54843
715-638-5132
715-634-6107 FAX
sklecan@lcohc.com

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

08/14/2024