



Cow Creek Government Office

Receptionist (Medical & Behavioral Health)

Job Code: 2460
Department: CCH&WC or CCBH
Location: Roseburg/Canyonville, OR.
Minimum Wage: \$17.50 - \$18.50 DOE

Position Purpose:

The Receptionist is the first impression patients and guests have of the Cow Creek Health & Wellness Center and the Cow Creek Tribe. This position provides exceptional customer service while supporting both medical and behavioral health services. The Receptionist plays a vital role in creating a welcoming, professional, and confidential environment for all patients seeking care, while ensuring accurate scheduling, registration, billing, and administrative support.

Essential Functions:

- Greet and check-in patients and visitors in a warm, professional, and culturally respectful manner.
- Schedule, confirm, and manage patient appointments utilizing EHR and PMAS systems in coordination with clinical team requirements and established scheduling guidelines.
- Obtain and enter patient demographics; update insurance and patient information at each visit to ensure accuracy for billing and health records.
- Manage consults, referrals, case management coordination, patient reminders, and follow-ups.
- Answer phone calls and respond to emails promptly, direct inquiries to appropriate staff.
- Maintain accurate patient records, ensuring all required forms and documentation are completed efficiently.
- Verify insurance coverage and collect co-pays and outstanding balances according to established policies; apply payments accurately and maintain daily accounting logs.
- Perform clerical and administrative duties including filing, faxing, scanning, data entry, and general office support.
- Collaborate closely with medical and behavioral health clinical staff to ensure smooth and efficient workflow.

- Maintain a working knowledge of all programs offered by the Health & Wellness Center.
- Adhere strictly to HIPAA guidelines and maintain confidentiality of all patient information.
- Travel between clinic locations as required.
- Perform additional duties as assigned by Manager or Supervisor.

Qualifications:

- High school diploma or GED required.
- Two (2) years of medical office, behavioral health, or administrative experience preferred.
- Experience with scheduling referrals and consultations preferred.
- Knowledge of medical terminology; understanding behavioral health services is a plus.
- Strong working knowledge of office procedures, office equipment, and government program rules and regulations.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and electronic health record systems.
- Excellent interpersonal, written, and verbal communication skills.
- Strong organizational skills and attention to detail.
- Ability to handle billing processes and payment reconciliation accurately.
- Demonstrated ability to maintain confidentiality and adhere to ethical standards.
- Ability to work effectively in a team environment.
- Ability to work respectfully and professionally with staff, local agencies, and individuals from diverse cultural and ethnic backgrounds.
- Must be able to commute to all clinic locations.