



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

### **VACANCY ANNOUNCEMENT**

<b>OPENING DATE OF ANNOUNCEMENT:</b>	<b>May 29, 2024</b>
<b>CLOSING DATE OF ANNOUNCEMENT:</b>	<b>June 14, 2024</b>
<b>POSITION TITLE:</b>	<b>Medical Records Clerk</b>
<b>SUPERVISES:</b>	<b>No</b>
<b>STARTING SALARY:</b>	<b>\$16.37 – \$20.47</b>
<b>GRADE:</b>	<b>7</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>NUMBER OF POSITIONS:</b>	<b>1</b>
<b>STATUS:</b>	<b>Permanent</b>
<b>HOURS:</b>	<b>Full Time</b>
<b>BENEFITS:</b>	<b>Highly competitive package <i>*See below</i></b>
<b>SUBJECT TO P.L. 101-630:</b>	<b>No</b>

### **GENERAL STATEMENT OF RESPONSIBILITIES:**

The Medical Records Clerk will be part of the front office operations staff. The Medical Records Clerk will perform a variety of functions necessary to aid the efficient clinical office and billing operations for Lassen Indian Health Center as well as ensuring the healthcare needs are being addressed by medical staff. This position serves as a liaison between clinic staff and patients and must be sensitive to the needs of the Indian community, its culture and traditions.

### **SPECIFIC AREAS OF RESPONSIBILITIES:**

Welcomes patients and visitors by greeting them in person or on the telephone, relaying calls, and answering inquiries Copy and paste from the Position Description.

- Updates patient records by obtaining necessary information, updating address or any other basic registration information; updating information on RPMS System, make copies of pertinent information for patient chart, C.H.S. office and Billing Department.
- Record and track all records requests, releases, and authorizations within the Electronic Medical Record.

- Retrieve, collect and prioritize all request for medical records made through the organization, patients, law firms, insurance companies, and governmental agencies within P & P guidelines.
- Verify legitimacy, accuracy, and authority of all such requests and then process and invoice as appropriate.
- Report breaches, instances of non-compliance, patient complaints, problems, or similar instances to supervisor in an effort to protect patient HIPAA.
- Ensures medical record accuracy when scanning items into patient charts.
- Accurately schedule patients, ensuring that the schedule reflects appropriate appointments and are an effective use of provider hours.
- Answer telephones, handling calls as needed and taking messages when appropriate.
- Communicate frequently with other staff regarding patient requests, scheduling issues or other aspects of duties.
- Helps patients in distress by responding to emergencies.
- Contributes to team efforts by assisting other front office staff as needed to ensure streamlined-lined efficient clinic and billing operations.
- Complies with all HIPAA regulations.
- Other duties as assigned.

**KNOWLEDGE SKILLS AND ABILITIES:**

- Ability to operate computer and scanning equipment.
- Ability to read, understand and follow oral and written instructions.
- Ability to handle standardized situations with occasional variations.
- Ability to prioritize work and complete it on a timely basis with minimal supervision.
- Able to communicate and work effectively with others in stressful situations.
- Ability to maintain records and files.

- Ability to maintain confidentiality.

### **MINIMUM QUALIFICATIONS:**

1. Must have a high school diploma or equivalent from an accredited high school.
2. Three (3) to twelve (12) months of similar or related experience.
3. Must have a valid California driver's license or license from current residence state.
4. Must pass pre-employment background check.
5. Must pass a pre-employment drug test.
6. Must have a valid CPR card or be able to obtain one within ninety (90) days of hire.

### **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:**

- 1<sup>st</sup> Preference: Enrolled member of a Federally Recognized Tribe.  
2<sup>nd</sup> Preference: Documented proof of Veteran Status, i.e. DD-214, Veterans Benefit Card.  
3<sup>rd</sup> 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/](http://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 or transcripts documenting your graduation.
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](mailto:ramador@sir-nsn.gov) or faxed to [530-251-1895](tel: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.