



**PUEBLO OF ISLETA**  
**HUMAN RESOURCES DEPARTMENT**  
**P.O. BOX 1270, ISLETA, NM 87022**  
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**VACANCY ANNOUNCEMENT**

**POSTING NO: 039-25**

**OPENING DATE: 03/21/2025**

**CLOSING DATE: Open Until Filled**

**POSITION:** Purchased/Referred  
Care Receptionist

**POSTED: IN/OUT**

**PAY GRADE:** NE4 (\$18.78/hr. - \$25.35/hr.)

**FLSA STATUS:** Non-Exempt

**POSITION TYPE:** Full Time

**FUNDING SOURCE:** Grant Funded

**DEPARTMENT:** Health Services

**REPORTS TO:** Purchased/Referred Care Manager

**BACKGROUND LEVEL:** Child/Elder

**JOB PURPOSE:** Contributes to the efficient daily operation of the Purchase Referred Care department by assisting patients with printing referrals and answering billing questions. Maintains professionalism in all interactions with internal and external customers.

*This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.*

**JOB DUTIES:**

- Answer incoming telephone calls, determines purpose of callers. And forwards calls to appropriate personnel or department.
- Provides general information to the public concerning the Health Center
- Manages incoming and outgoing communications concisely and in a pleasant manner.
- Responds to patient inquiries with regard to basic PRC questions or referral.
- Provide patient with referrals
- Verifies insurance coverage using appropriate portal access.
- Responsible for all incoming mail and proper distribution.
- Point of contact for incoming patients.
- Call appropriate facilities and check on pending referrals

- Ensures compliance with HIPAA regulations.
- Mailing out appointment referral and letter to patient
- Breakdown of referrals, scan and rename
- Pull daily faxes and distribute
- Maintains confidential information.
- Performs other duties as assigned.

**SUPERVISION RESPONSIBILITIES:** N/A

**MINIMUM QUALIFICATIONS/REQUIREMENTS:**

- High School Diploma or GED.
- Three years medical, administrative or customer service experience.
- Must be able to pass a TB screening.
- Must provide written copy of immunization record prior to employment.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:**

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements related to HIPAA, Medicare, Medicaid, and commercial insurance programs.
- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Knowledge of department organization, functions, objectives, policies and procedures.
- Knowledge of basic medical terminology.
- Knowledge of medical billing requirements, including Medicaid, Medicare, Workers Compensation and other insurance programs.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Skill in interacting with patients; potentially sensitive issues and possible volatile situations.
- Skill in treating patients with tact, courtesy, and respect.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide effective customer service.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.
- Ability to work independently with minimal supervision.
- Ability to exercise independent judgment.

**PHYSICAL DEMANDS:**

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.

- Position requires frequent lifting of 25 lbs.

**WORK ENVIRONMENT:**

- Work is generally performed in an interior/clinical setting with a moderate noise level.
- Frequent interaction with the public.

**PREFERENCE:**

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.