

American Indian Family Center Job Posting

Where American Indian Families Thrive!



Receptionist

Application Deadline: Open until filled

Full-Time, Monday through Friday 8:30am – 5:00pm

\$40,000-50,000 (DOQ) + Excellent benefits including employer paid health, dental and life insurance coverage for the employee, 403B retirement fund with employer contribution, paid holidays and generous PTO accrual.

Position Title: Receptionist/Biller

Reports To: Operations Manager

Position Description: This position is responsible for customer support for visitors, attending to inquiries on the phone and face to face. This position also provides billing medical services for AIFC's behavioral health services.

Specific Job Tasks:

Receptionist (75% of time)

- Welcome visitors.
- Direct incoming calls and visitors to the requested staff person, meeting location, or other stated purpose in a positive and respectful manner.
- Provide information about AIFC programs, events and activities to callers and visitors.
- Maintain AIFC phone extension list.
- Inform the community of AIFC closures and events by flyer postings, updating the agency voicemail and social media, and through other means as applicable.
- Assist with reminder calls to client families.
- Assist with logistic arrangements for events such as food, transportation, copies, etc.
- Maintain the lobby to ensure cleanliness.
- Assist visitors with access to lobby computer accessories.
- Support the work of AIFC volunteers and interns.
- Other duties as assigned.

Biller (25% of time)

- Develop and maintain behavioral health services reimbursement reports.
- Monitor behavioral health client eligibility and health care status.
- Monitor all behavioral health services client database records, including intake, billing records, clinical charting and other records as needed.
- Process weekly behavioral health services billing and reimbursement reports.
- Other duties as assigned.

Required Knowledge, Skills and Abilities:

- Proven ability to work with American Indian families.
- Demonstrated ability to develop relationships with community organizations and perform as a team member.
- Strong organizational, oral, and written communication skills.
- Ability to maintain confidentiality.
- Awareness of cultural, social, economic disparities and its detrimental effects.
- Ability to travel to meet with participants at home, school, or other locations.
- Ability to interact professionally with agency personnel, community providers, attorneys, landlords, etc.,
- Valid driver's license, insurance and vehicle required.
- Must submit to a criminal background check.

Education and Experience:

- Previous work in the American Indian community or service agencies.
- Knowledge of American Indian historical trauma and disparities.
- Bachelor's degree in a related field preferred, or equivalent work or personal experience.
- Competence and sensitivity in working with individuals and families in crisis.
- Case management knowledge and experience.

Physical Demands and Environment:

- Light lifting may be required.
- AIFC is a low noise (under 30dB) facility that has private offices and conference rooms.

Interested applicants can submit resumes and letters of interest to careers@aifcmn.org.

Selected applicants will be contacted to arrange an interview.

The AIFC thanks you in advance for your interest!