

**Job Title:** Floating Support Clerk  
**Department:** Human Resources  
**Reports To:** Chief Human Resource Officer  
**Salary Level:** Grade 5 (\$17.17-\$23.77)  
**FLSA Status:** Non-Exempt  
**Approved By:** Chief Human Resource Officer  
**Approved Date:** May 2023

**GOALS FOR THE POSITION** Provide high quality Administrative support.

**SUMMARY:** The Administration Floater doesn't have a fixed position. The Floater fills the gaps where there is a need and rotates around different departments within KMC. Floaters must have comprehensive knowledge of the general operations of KMC and be able to fill in tasks as told by management even under minimal supervision, performs clerical and administrative support functions. Functions include record keeping, reception, telephone communications, and clerical duties relating to business operations. Position may be trained for data entry/coding and other duties.

#### **FUNCTIONS & RESPONSIBILITIES:**

- Performs various secretarial, clerical, and administrative duties, but with specialized attention to the fact that the information, decisions, and communication involved may be sensitive or confidential.
- Greets and directs clients and visitors.
- Makes appointments and referrals.
- Answers phone calls and emails.
- Performs data entry and filing tasks for accounts payable, purchase orders, equipment inventory, and confidential employee or departmental files.
- Receives, records, and distributes packages and mail.
- Copies, collates, and otherwise prepares reports for mailings, meetings, and other correspondence.
- Follows procedures for systematic retention, protection, retrieval, transfer, and disposal of records.
- Provide support to KMC Departments in the form of clerical support, as needed.
- Provide transportation and delivery services, as needed.
- Perform other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each primary responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or competencies required. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary responsibilities.

**BASIC REQUIRED ABILITY:**

**PUBLIC RELATIONS/ADVANCED INTERPERSONAL SKILLS:** Addresses clients by name; smiles when talking to clients, physicians, peers, and families; answers the telephone courteously and promptly; identifies self and department when answering the telephone using pleasant voice tone/verbiage; possesses excellent listening skills; interacts with clients and peers.

**QUALITY IMPROVEMENT RESPONSIBILITIES:** Responsible for helping to prepare, achieve, and maintain high quality healthcare. By serving on the various performance improvement subcommittees individual employees are directly involved in the generation or modification of policies & procedures that enable KMC to provide continuously improving healthcare.

**COOPERATION:** Must be a self-starter; seeks solutions; accepts constructive criticism; willing to adjust to changes; loyal to K'ima:w Medical Center.

**PROFESSIONALISM:** Shows pride in personal appearance and grooming; displays a positive attitude about work; respects the confidentiality of clients; and is congenial with public and peers.

**INITIATIVE:** Willing to participate in continuing education programs; asks questions; contributes during staff meetings; serves on K'ima:w Medical Center committees as appointed; demonstrates a desire for self improvement.

**OTHER SKILLS AND ABILITIES:**

- Skill in operation of computer, calculator, and other office equipment.
- Knowledge of filing regulations, guidelines and office procedures.
- Ability to work independently under established priorities and deadlines.
- Knowledge of maintaining and managing files and records.
- Knowledge of grammar, spelling, punctuation, and common technology.
- Knowledge of Word and Microsoft Excel.
- Ability to type 40 wpm.
- Sound judgment, tact, and confidentiality for all related work required.

**EDUCATION and/or EXPERIENCE:**

High school diploma or equivalent; one-year related experience and/or training or equivalent combination in a medical or office setting; previous documented work in patient electronic health records desirable; documented experience with telephone answering, filing and scheduling appointments; may be tested on computer programs.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Current CPR Certificate.

**LANGUAGE SKILLS:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Demonstrated knowledge of grammar, spelling, punctuation, and common technology.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:** Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**CONFIDENTIALITY:** Employee must be aware of and adhere to K'ima:w Medical Center's Confidentiality Policy and deals appropriately with patient confidentiality at all times.

**CONDITIONS OF EMPLOYMENT:** Employee is subject to base line and random drug testing per the Hoopa Tribal Drug & Alcohol Fit for Duty Policy. Employee will serve a 90-day introductory period. Employee is subject to introductory and annual performance evaluations. Preference will be given to qualified Indian applicants pursuant to the Tribe's TERO Ordinance.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the primary duties and responsibilities of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary duties and responsibilities.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the primary duties and responsibilities of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary duties and responsibilities. The noise level in the work environment is usually quiet.

**ANNUAL TRAINING REQUIREMENTS:** At a minimum Employee is required to be certified for the following training 1) Health Stream courses and 2) CPR.

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Employee Signature

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Date



Supervisor Signature

Date

Human Resource Director Signature

Date